A-2

SURVEY RESULTS

WA RUC

APPENDIX
Washington Road Usage Charge Pilot Evaluation: Survey Results

**Survey 1 Results**

Introduction

This document summarizes the results of Pilot Participant Survey #1. The survey collected information on participants' driving habits and perspectives, how the pilot is impacting them, and their views on a potential road usage charge system.

For the first survey, 2,048 invitations were sent to pilot participants with 1,709 responses, for a conversion rate of 83%. Because some respondents skipped questions, some questions include a sample size (n) listed next to the question. Some questions were further analyzed based on respondents' answers to where they live or their reporting device.

SURVEY 1 RESULTS
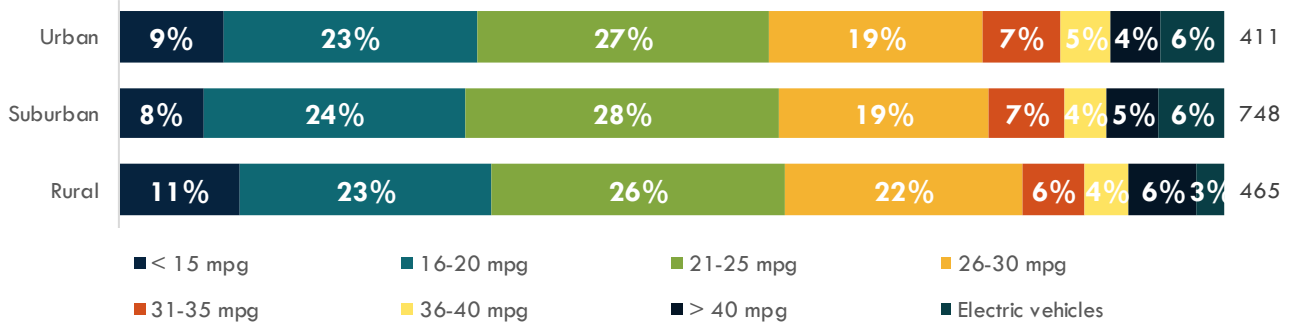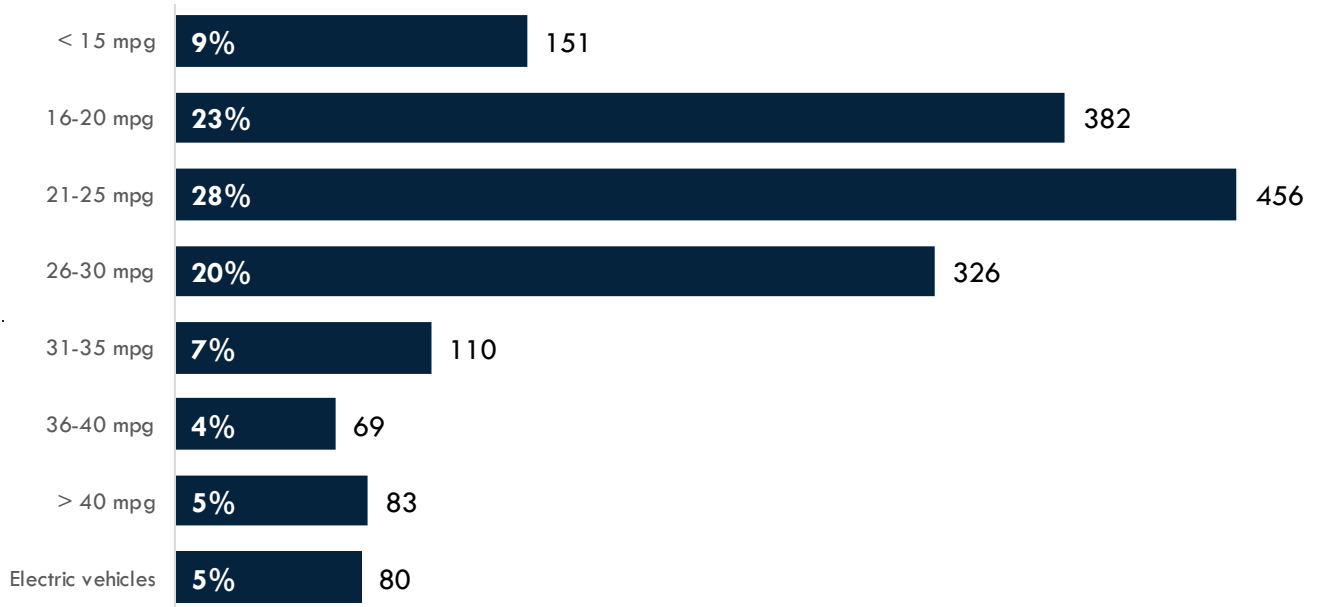
About you and your driving:
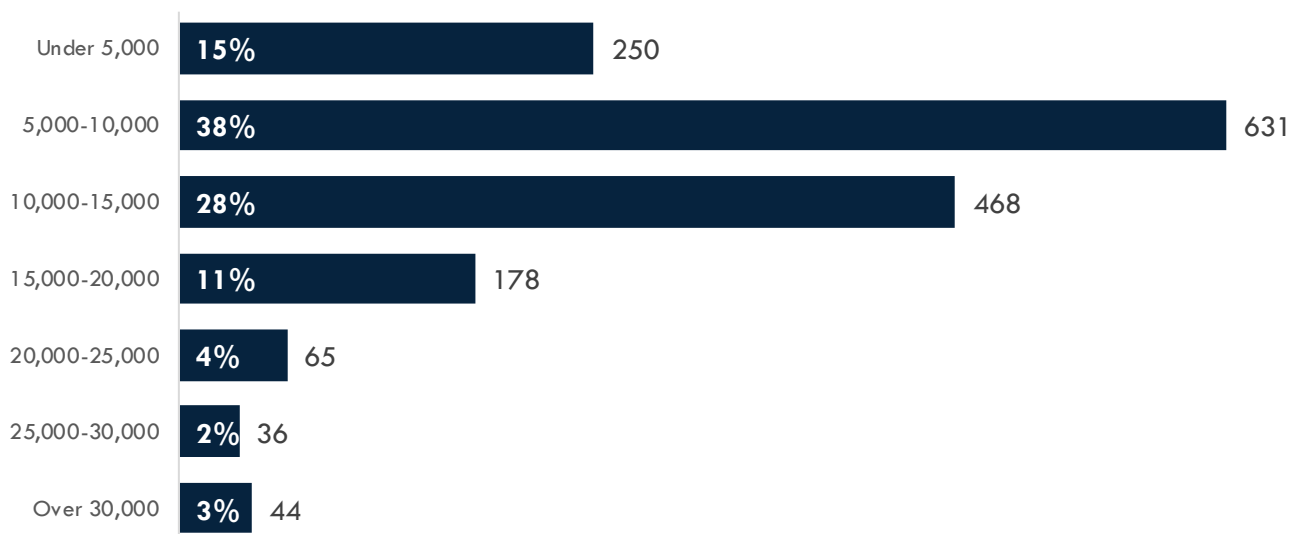
1. **How would you describe where you live?** *(n=1,677)*

Urban	25%	419
Suburban	45%	759
Rural	28%	471
Not sure	2%	28
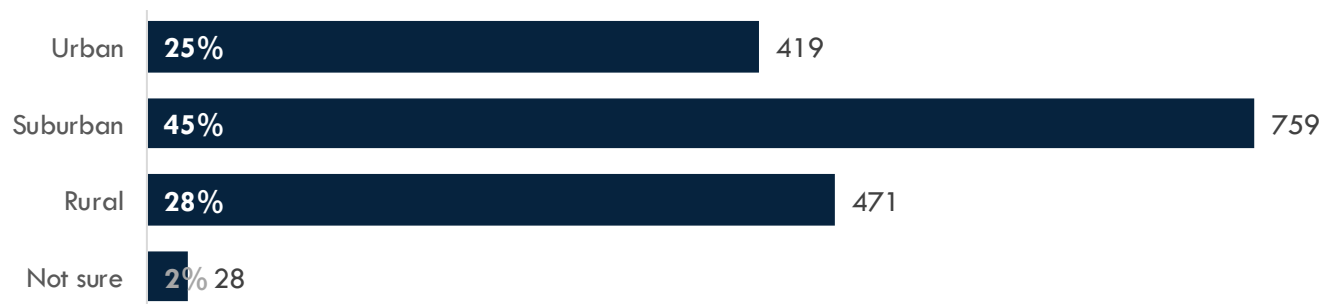
Source: BERK Consulting, 2019.

2. How many miles per gallon would you estimate your vehicle gets? (n=1,657)

MPG Range	Percent	Count
< 15 mpg	9%	151
16-20 mpg	23%	382
21-25 mpg	28%	456
26-30 mpg	20%	326
31-35 mpg	7%	110
36-40 mpg	4%	69
> 40 mpg	5%	83
Electric vehicles	5%	80

Area	< 15 mpg	16-20 mpg	21-25 mpg	26-30 mpg	31-35 mpg	36-40 mpg	> 40 mpg	Electric vehicles	Total
Urban	9%	23%	27%	19%	7%	5%	4%	6%	411
Suburban	8%	24%	28%	19%	7%	4%	5%	6%	748
Rural	11%	23%	26%	22%	6%	4%	6%	3%	465

Legend: < 15 mpg, 16-20 mpg, 21-25 mpg, 26-30 mpg, 31-35 mpg, 36-40 mpg, > 40 mpg, Electric vehicles

Source: BERK Consulting, 2019.

3. Approximately how many miles do you drive this vehicle each year? (n=1,672)

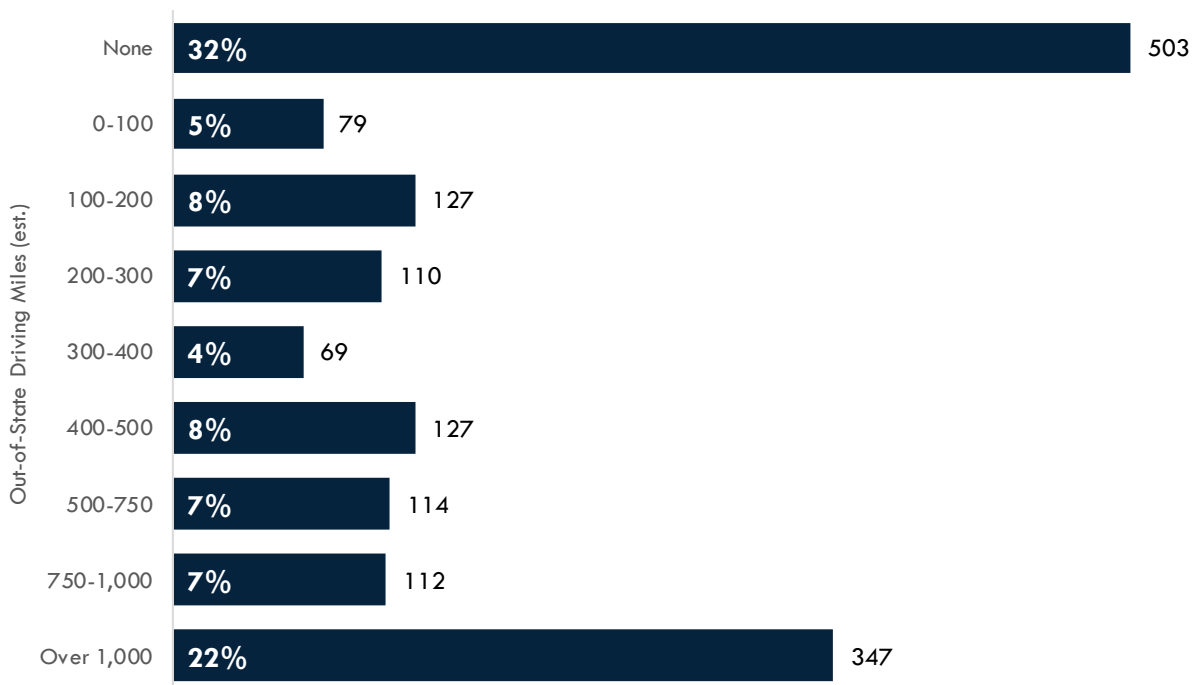| Miles per year	Percent	Count
Under 5,000	15%	250
5,000-10,000	38%	631
10,000-15,000	28%	468
15,000-20,000	11%	178
20,000-25,000	4%	65
25,000-30,000	2%	36
Over 30,000	3%	44

Source: BERK Consulting, 2019.

4. **Of those miles you drive each year, what percent do you estimate you drive out-of-state?** *(n=1,585)*

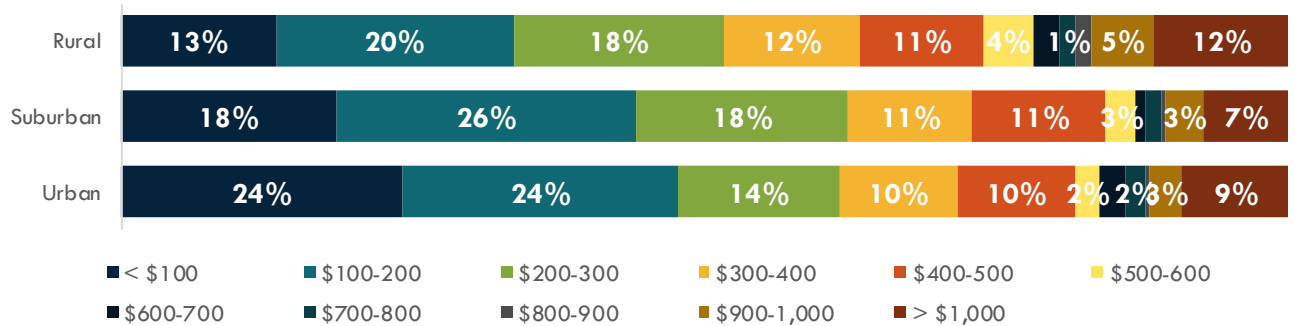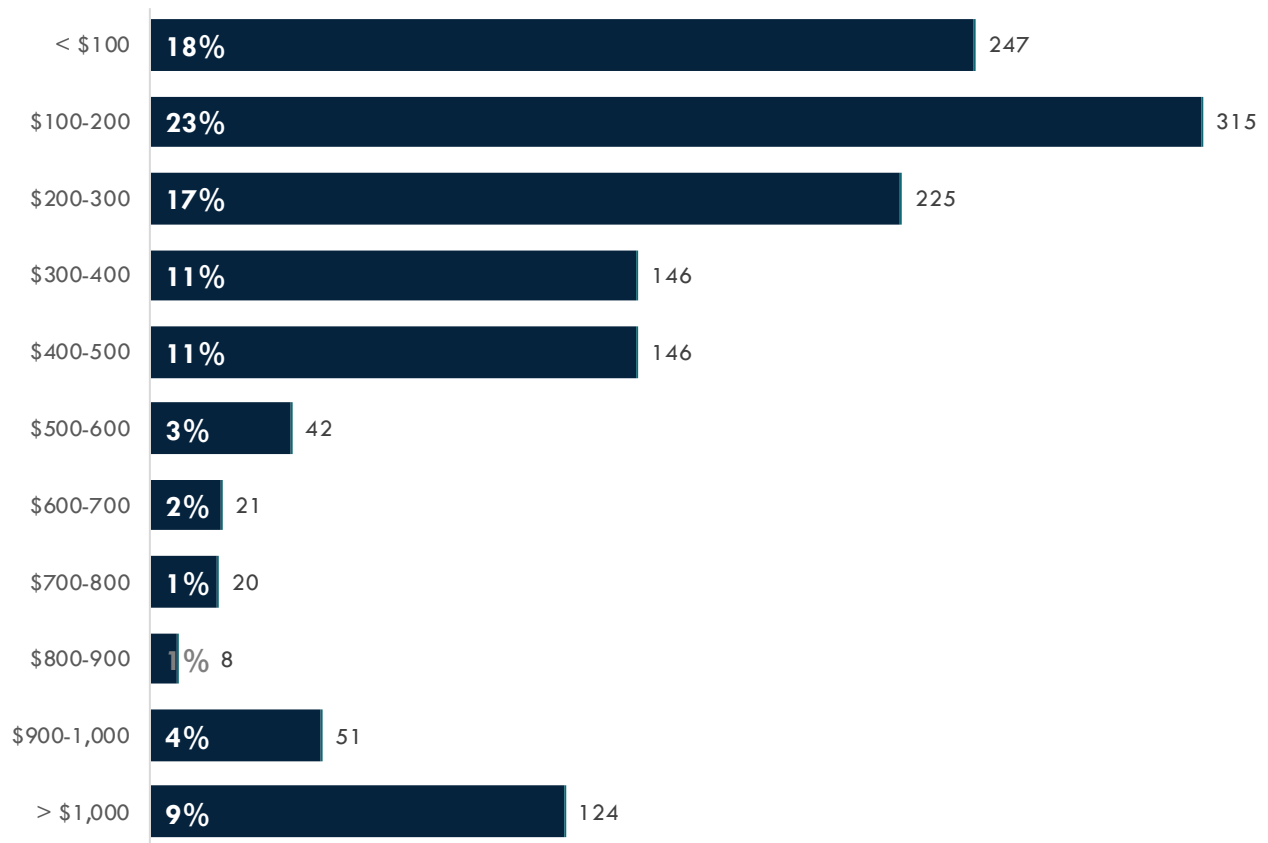|		
0%	31%	497
< 10%	52%	824
10-20%	9%	137
20-30%	3%	45
30-40%	2%	25
40-50%	1%	19
> 50%	2%	38
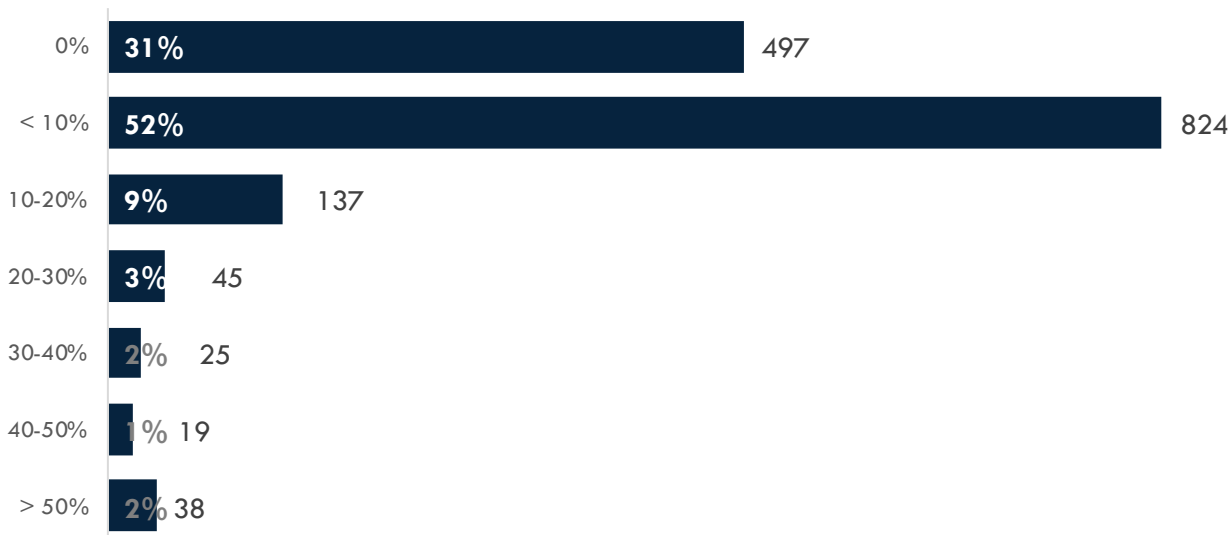
Based on the responses to question three, we calculated ranges for estimated miles driven out of state. Vehicle miles driven per year was multiplied by the estimate of percentage of miles driven out-of-state.

Out-of-State Driving Miles (est.)

None	32%	503
0-100	5%	79
100-200	8%	127
200-300	7%	110
300-400	4%	69
400-500	8%	127
500-750	7%	114
750-1,000	7%	112
Over 1,000	22%	347

Note: Because two questions were used for the out-of-state driving miles calculation, some respondents answered one or the other question and the results do not fully add up.
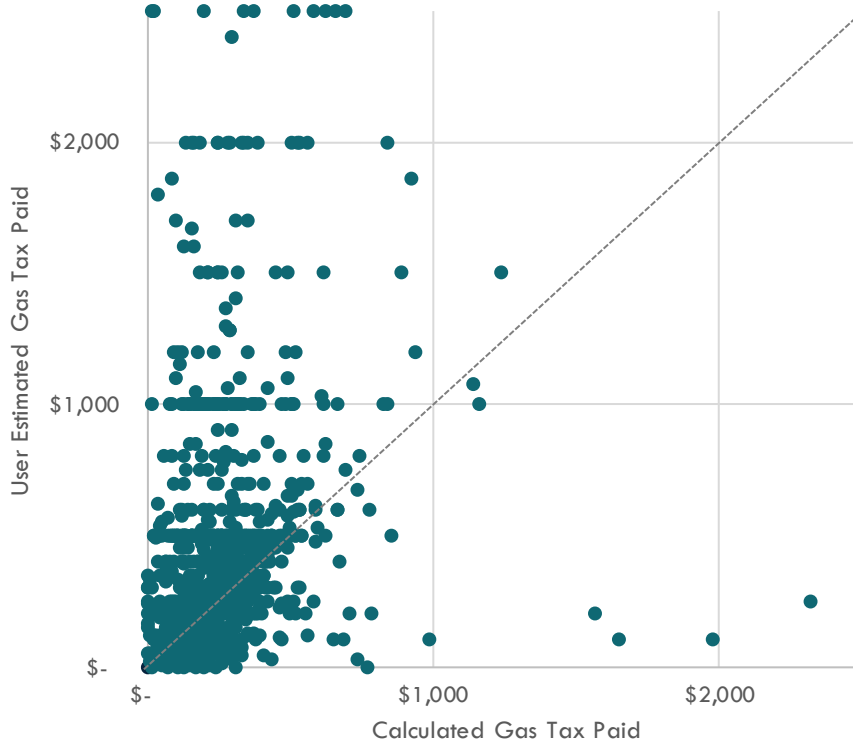Source: BERK Consulting, 2019.

5. How much would you estimate you pay in state gas tax per year for your vehicle? *(n=1,345)*

Range	Percent	Count
< $100	**18%**	247
$100-200	**23%**	315
$200-300	**17%**	225
$300-400	**11%**	146
$400-500	**11%**	146
$500-600	**3%**	42
$600-700	**2%**	21
$700-800	**1%**	20
$800-900	**1%**	8
$900-1,000	**4%**	51
> $1,000	**9%**	124

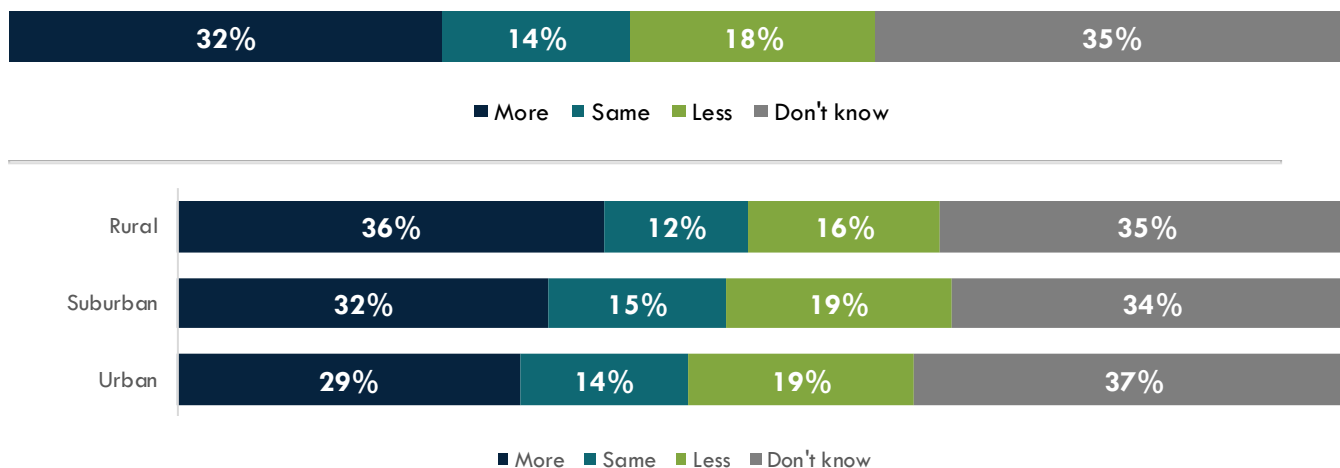|	< $100	$100-200	$200-300	$300-400	$400-500	$500-600	$600-700	$700-800	$800-900	$900-1,000	> $1,000
Rural	13%	20%	18%	12%	11%	4%	1%			5%	12%
Suburban	18%	26%	18%	11%	11%	3%				3%	7%
Urban	24%	24%	14%	10%	10%	2%	2%		3%		9%

Source: BERK Consulting, 2019.

Based on the responses to questions two (estimated miles per gallon) and three (estimated miles driven each year), we calculated the actual gas tax participants would have paid and compared that to their estimate of tax paid. We estimated gallons of gas purchased per year (miles driven in-state divided by miles per gallon) and multiplied by the Washington State levied gas tax of $0.494 per gallon.

Note: Due to outliers in the data, the axis range shows only results below $2,500 (approximately 10 times the median results).
Source: BERK Consulting, 2019.

- The median estimate of gas tax paid was $260 per year. The median calculation of gas tax paid was $201 per year (estimated with respondent inputs of miles driven-in-state and MPG).

- 720 respondents underestimated how much they pay in gas tax, 313 overestimated and 253 were accurate (within 10% of the calculated result).

  - The largest errors in estimating came from those who overestimated how much they pay in state gas taxes.
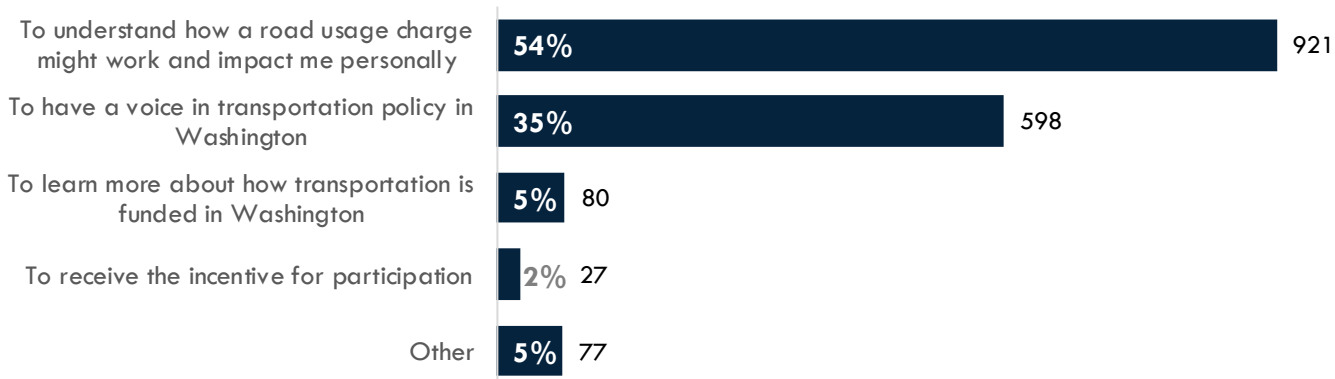
6. **Under a RUC program, do you think you would pay more or less than your estimated state gas tax per year?** *(n=1,683)*
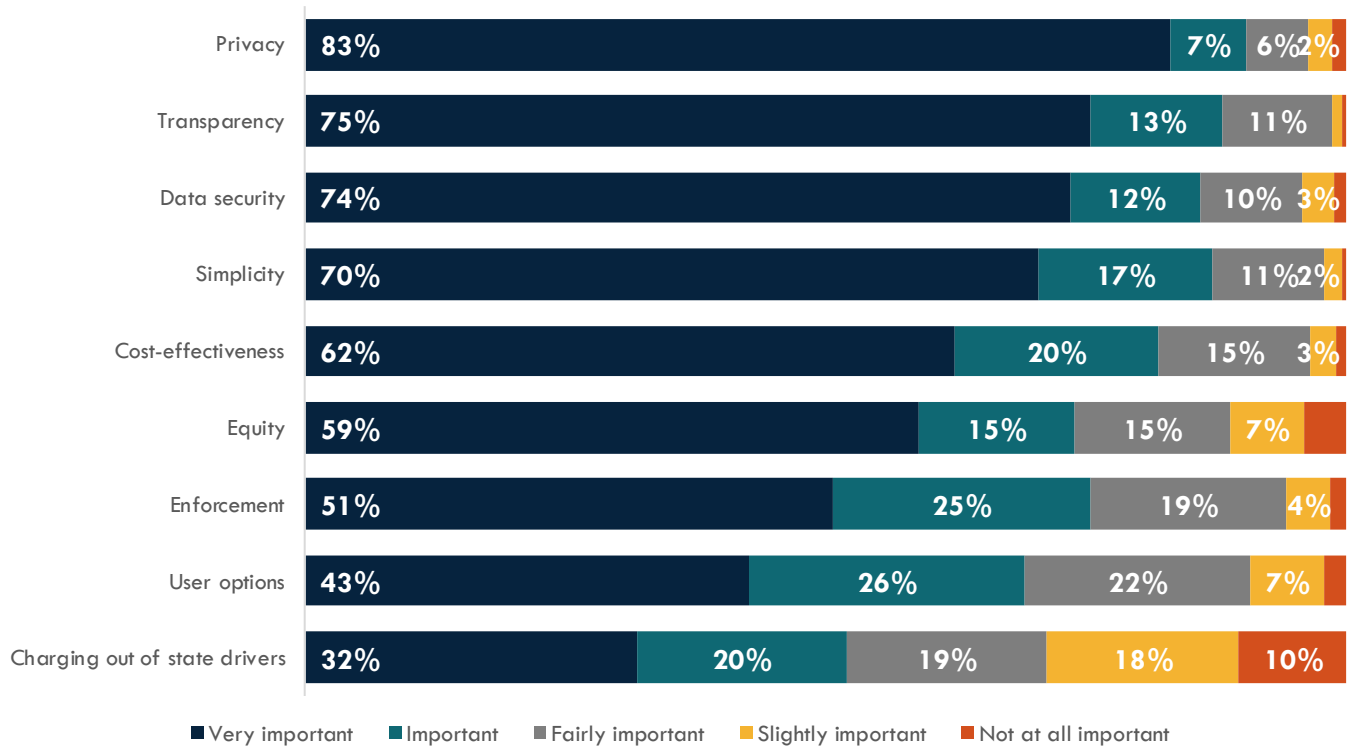
More	Same	Less	Don't know
32%	14%	18%	35%

■ More ■ Same ■ Less ■ Don't know

	More	Same	Less	Don't know
Rural	36%	12%	16%	35%
Suburban	32%	15%	19%	34%
Urban	29%	14%	19%	37%

■ More ■ Same ■ Less ■ Don't know

Source: BERK Consulting, 2019.

The RUC Pilot:

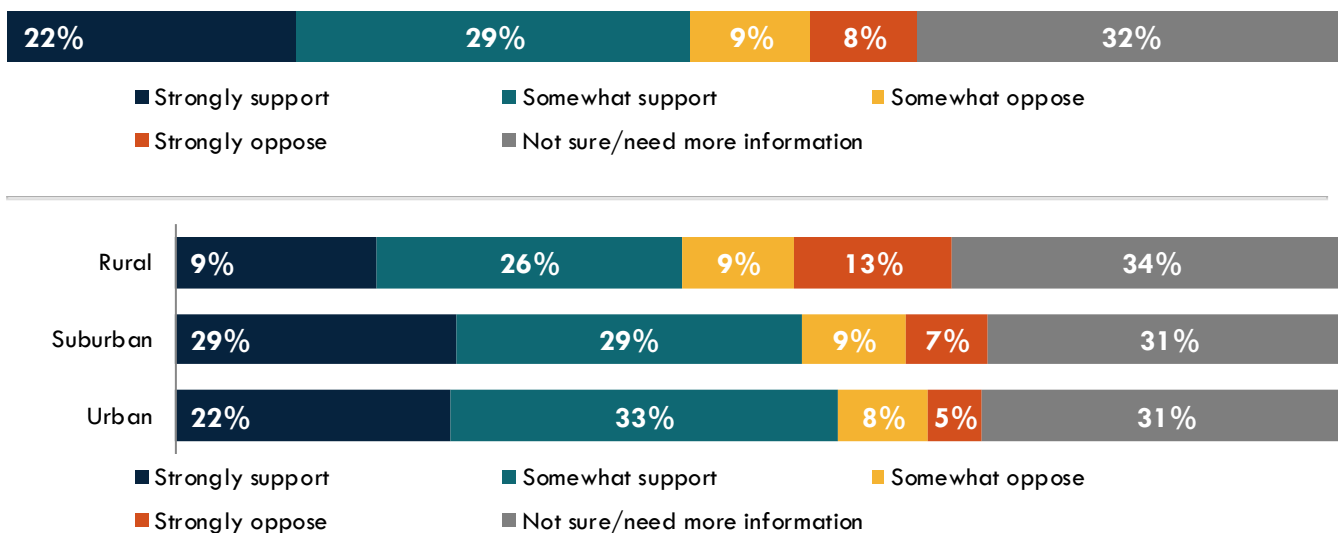7. **What is your primary motivation for participating in the RUC pilot?** *(n=1,703)*

Motivation	%	Count
To understand how a road usage charge might work and impact me personally	54%	921
To have a voice in transportation policy in Washington	35%	598
To learn more about how transportation is funded in Washington	5%	80
To receive the incentive for participation	2%	27
Other	5%	77

Source: BERK Consulting, 2019.

8. **How important to you are the following issues for a potential road usage charge system?** *(n=1,675)*

Principle	Very important	Important	Fairly important	Slightly important	Not at all important
Privacy	83%	7%	6%	2%	
Transparency	75%	13%	11%		
Data security	74%	12%	10%	3%	
Simplicity	70%	17%	11%	2%	
Cost-effectiveness	62%	20%	15%	3%	
Equity	59%	15%	15%	7%	
Enforcement	51%	25%	19%	4%	
User options	43%	26%	22%	7%	
Charging out of state drivers	32%	20%	19%	18%	10%

■ Very important ■ Important ■ Fairly important ■ Slightly important ■ Not at all important

Notes: The "no opinion" response option is removed from the exhibit. The survey also included a definition of each option. A complete list of principles and their definitions can be seen below. Principles were presented in random order when participants took the survey.
Source: BERK Consulting, 2019.

PRINCIPLE	DEFINITION
Privacy	My personal and driving information cannot be sold to any organization or shared with entities other than those directly administering a RUC system without my consent.
Transparency	Clear information is available on the rate and how it is set, as well as RUC system operations.
Data security	A RUC system provides the highest level of data security possible and drivers can obtain information that clearly outlines the security measures.
Simplicity	A RUC system is easy to participate in and not time-consuming to comply with.
Cost-effectiveness	A RUC system is efficient for the State of Washington to collect, administer, and enforce.
Equity	All drivers pay their fair share based on how much they use the roads regardless of vehicle type.
Enforcement	A RUC system is easy to enforce, and costly to evade.
User options	A RUC system provides choices to drivers for how they report their miles.
Charging out of state drivers	Visitors to the state pay for their use of Washington roads.

9. **At this point,[1] how do you feel about implementing a road usage charge as a replacement to the gas tax in Washington to fund transportation infrastructure?** *(n=1,675)*
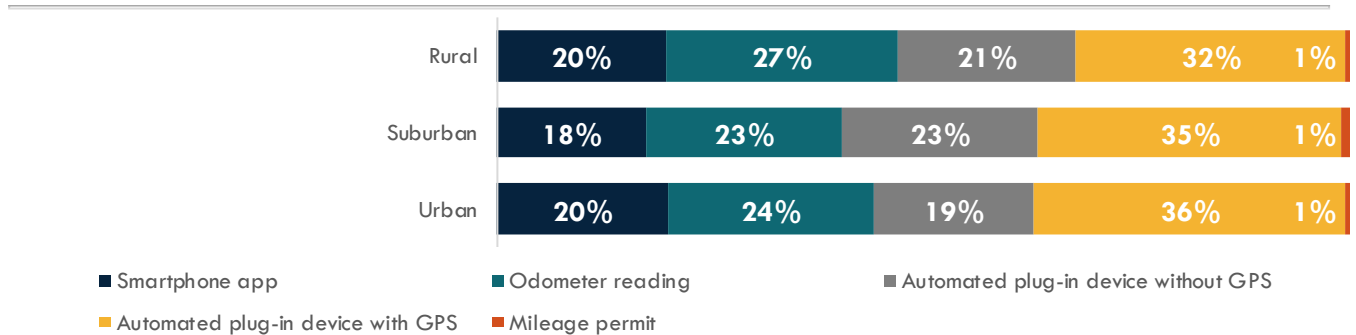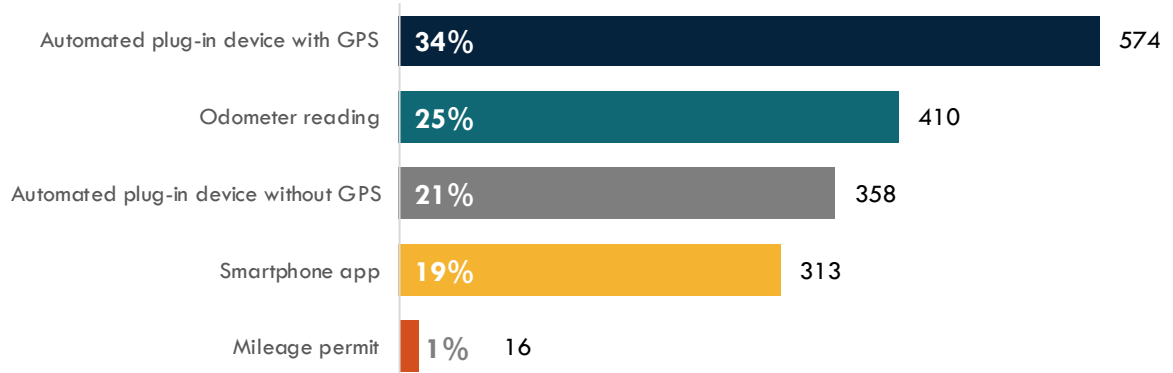
Strongly support	Somewhat support	Somewhat oppose	Strongly oppose	Not sure/need more information
22%	29%	9%	8%	32%

- ■ Strongly support
- ■ Somewhat support
- ■ Somewhat oppose
- ■ Strongly oppose
- ■ Not sure/need more information

	Strongly support	Somewhat support	Somewhat oppose	Strongly oppose	Not sure/need more information
Rural	9%	26%	9%	13%	34%
Suburban	29%	29%	9%	7%	31%
Urban	22%	33%	8%	5%	31%

- ■ Strongly support
- ■ Somewhat support
- ■ Somewhat oppose
- ■ Strongly oppose
- ■ Not sure/need more information

Source: BERK Consulting, 2019.

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[1] The survey was administered to enrollees on an ongoing basis between March 8 and May 21, 2018. Participants at that point had just begun the pilot and some completed the survey immediately following enrollment.

Account Setup:

**10. Which mileage reporting method did you select to test in the pilot?** *(n=1,671)*

Method	%	Count
Automated plug-in device with GPS	34%	574
Odometer reading	25%	410
Automated plug-in device without GPS	21%	358
Smartphone app	19%	313
Mileage permit	1%	16

	Smartphone app	Odometer reading	Automated plug-in device without GPS	Automated plug-in device with GPS	Mileage permit
Rural	20%	27%	21%	32%	1%
Suburban	18%	23%	23%	35%	1%
Urban	20%	24%	19%	36%	1%

Source: BERK Consulting, 2019.

11. Why did you choose this method? *(n=1,604)*

This was an open-ended question. Responses were coded by theme, and many responses included more than one theme.

- **69%** (1,110 participants) provided a response related to the **ease and convenience** of the reporting method they selected.

- **11%** (178 participants) provided responses related to **privacy.** Participants had concerns about their movements being tracked, the security of their data, or other related reasons.

- **4%** provided responses related to **accuracy** of the mileage reporting (58 participants), 4% noted the desire to track **out-of-state** miles (58 participants), and 4% noted that they had an **older car** and certain technology was unavailable (61 participants).

- Other common responses were that participants were interested in **technology** (22 participants), that they had an Android phone so the **smartphone application was not available** (11 participants), that they wanted to **provide the most information** for the RUC pilot (18 participants), and that they did **not want to use GPS** (8 participants).

12. **Approximately how much time did you devote to the enrollment and pilot vehicle registration process?** *(n=1,552)*
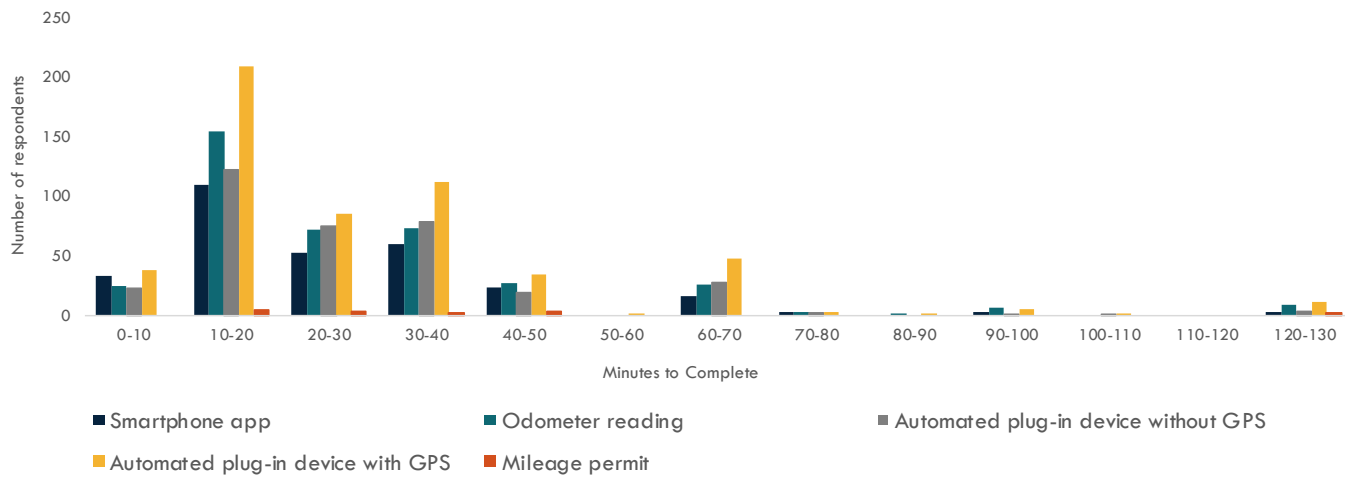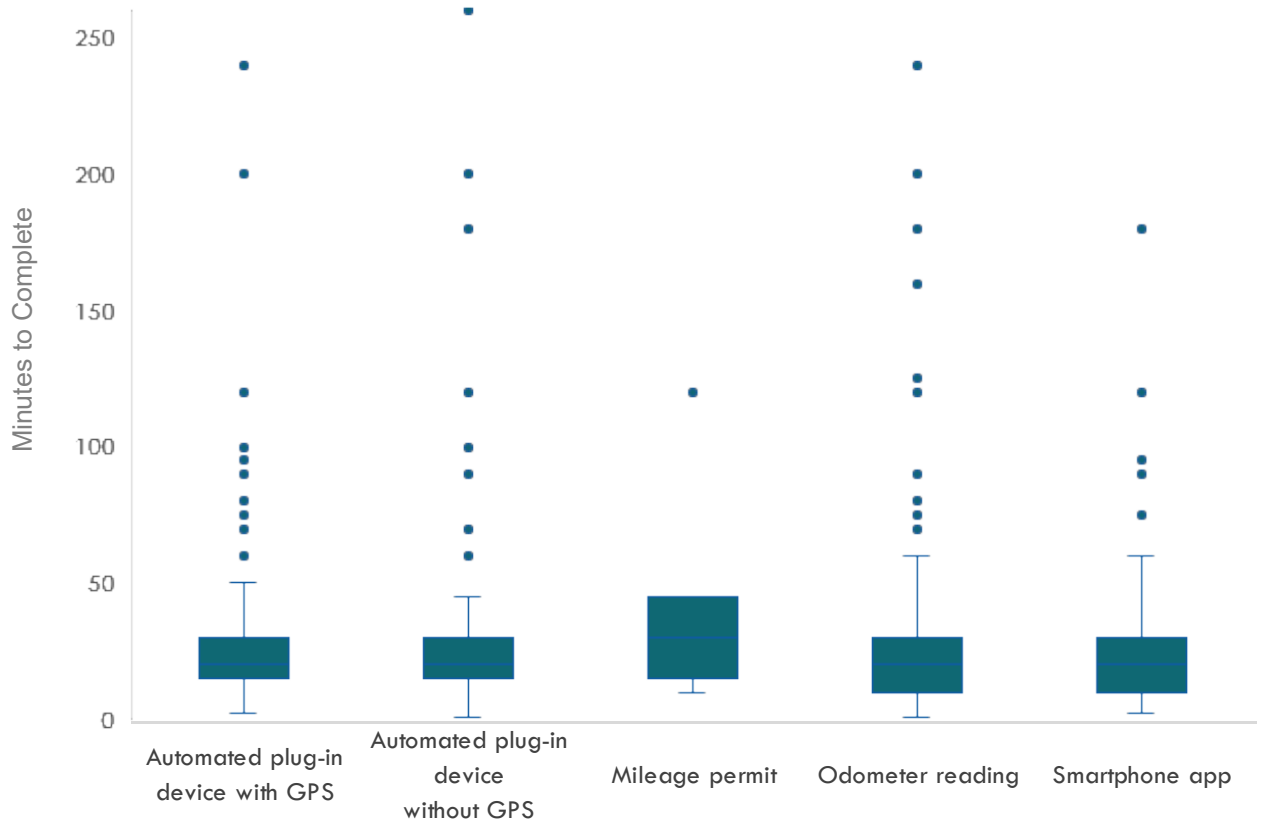

Note: Exhibit excludes outliers from display.

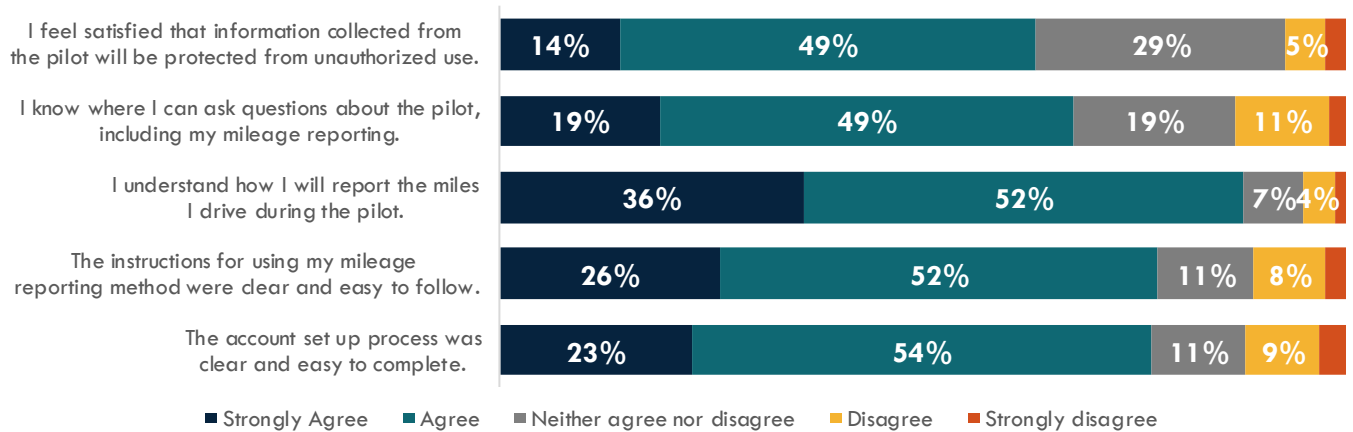Source: BERK Consulting, 2019.

- Across each reporting methods, the median time devoted to the registration process was 20 minutes, with the majority (85%-97% of responses) reporting no more than one hour.

- Each reporting method had a few extreme responses leading to a high upper bound and standard deviation.

13. Having five mileage reporting options offered to choose from seemed like: *(n=1,671)*

Too many choices	**29%**	488
The right number of choices	**69%**	1,151
Too few choices	**2%**	32
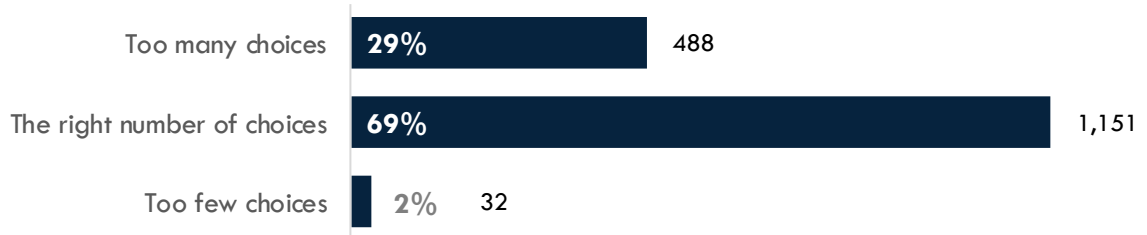
Source: BERK Consulting, 2019.

14. Thinking about the RUC pilot account setup process, please indicate your level of agreement with the following: *(n=1,667)*
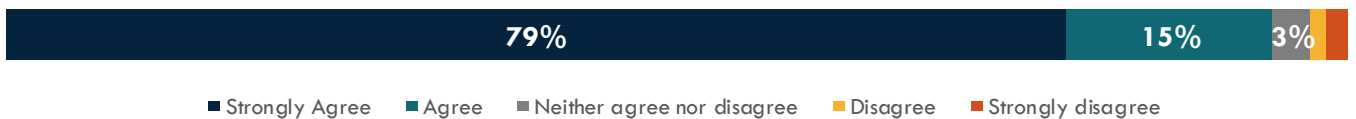
	Strongly Agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree
I feel satisfied that information collected from the pilot will be protected from unauthorized use.	14%	49%	29%	5%	
I know where I can ask questions about the pilot, including my mileage reporting.	19%	49%	19%	11%	
I understand how I will report the miles I drive during the pilot.	36%	52%	7%	4%	
The instructions for using my mileage reporting method were clear and easy to follow.	26%	52%	11%	8%	
The account set up process was clear and easy to complete.	23%	54%	11%	9%	

■ Strongly Agree   ■ Agree   ■ Neither agree nor disagree   ■ Disagree   ■ Strongly disagree

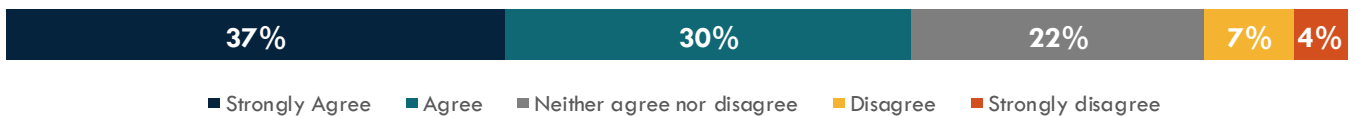Source: BERK Consulting, 2019.

Transportation in Washington:
Please indicate your level of agreement with the following statements:

15. Washington State needs to ensure adequate funding is available to keep our transportation infrastructure safe, effective, and properly maintained. *(n=1,670)*

Strongly Agree	Agree	Neither agree nor disagree
79%	15%	3%

■ Strongly Agree   ■ Agree   ■ Neither agree nor disagree   ■ Disagree   ■ Strongly disagree
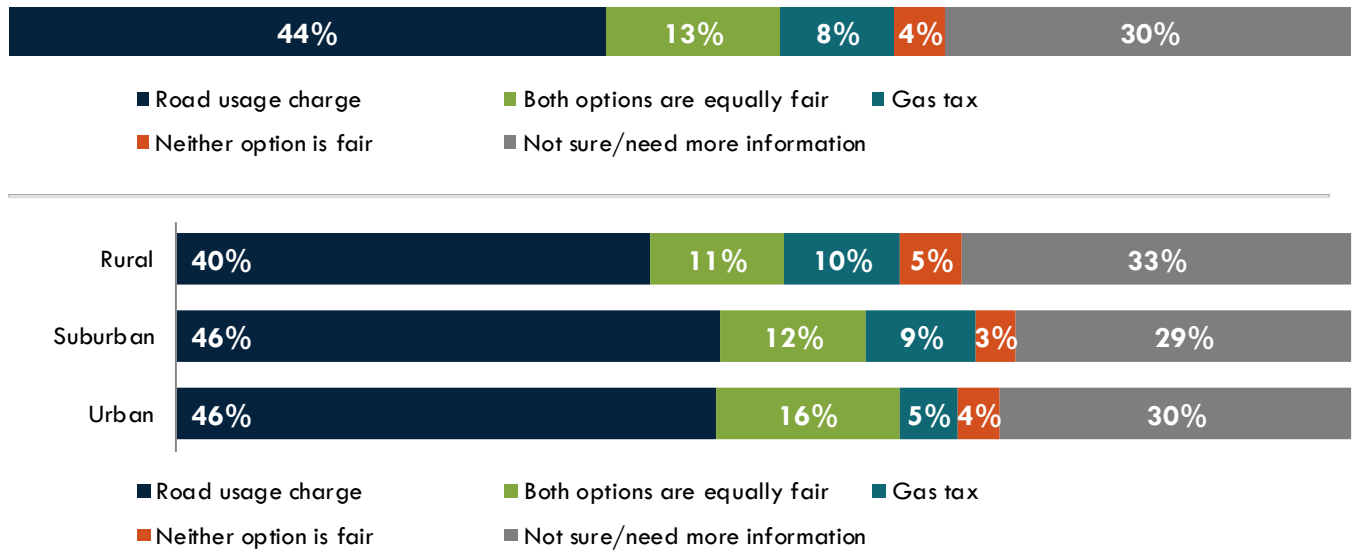
Source: BERK Consulting, 2019.

16. Washington State needs to find an alternative to the gas tax to adequately fund our transportation infrastructure. *(n=1,670)*
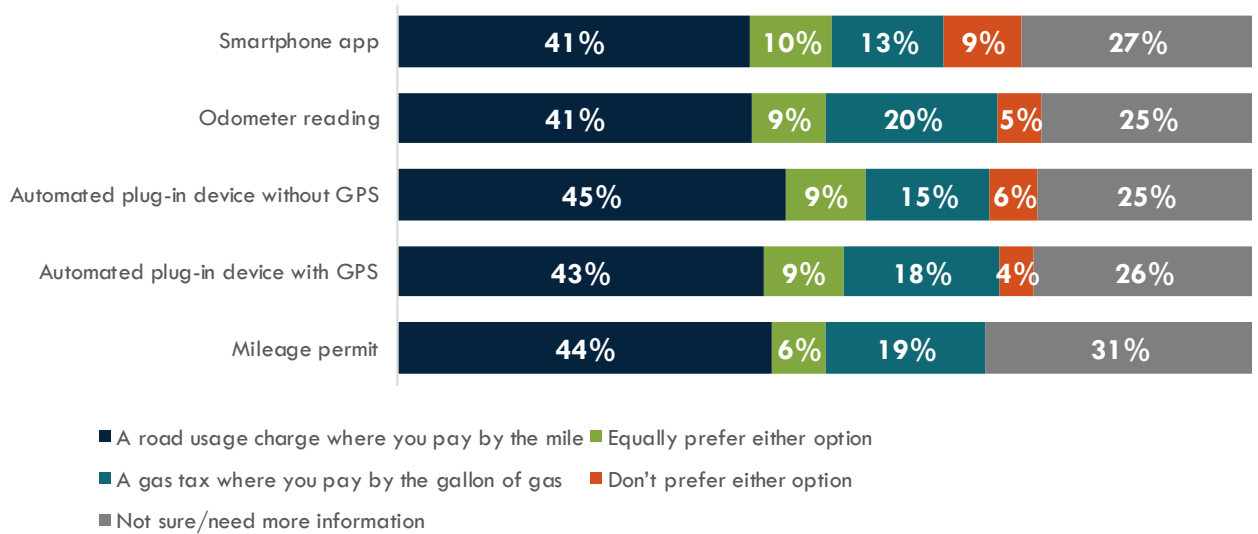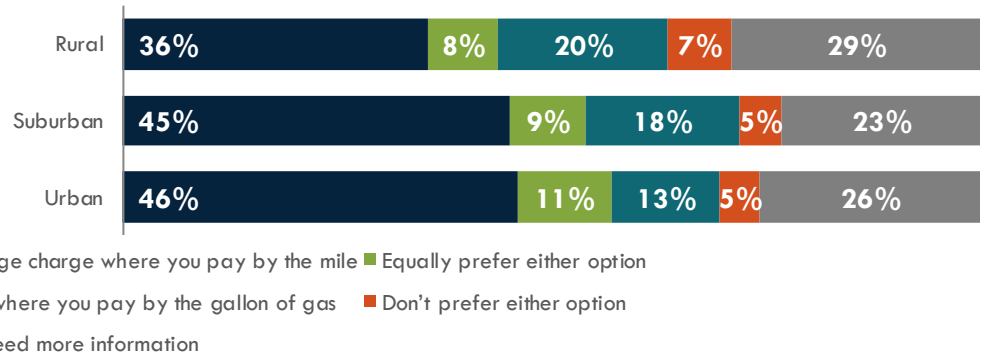
Strongly Agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree
37%	30%	22%	7%	4%

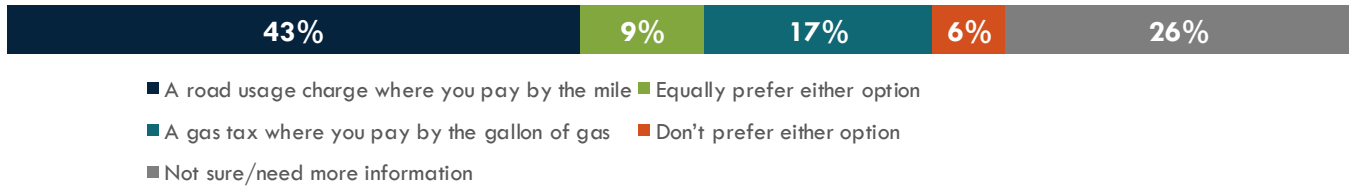■ Strongly Agree   ■ Agree   ■ Neither agree nor disagree   ■ Disagree   ■ Strongly disagree

Source: BERK Consulting, 2019.

17. **Of the options listed below, which transportation funding approach do you think is more fair?** *(n=1,670)*

44%	13%	8%	4%	30%

- ■ Road usage charge
- ■ Both options are equally fair
- ■ Gas tax
- ■ Neither option is fair
- ■ Not sure/need more information

	Road usage charge	Both options are equally fair	Gas tax	Neither option is fair	Not sure/need more information
Rural	40%	11%	10%	5%	33%
Suburban	46%	12%	9%	3%	29%
Urban	46%	16%	5%	4%	30%

- ■ Road usage charge
- ■ Both options are equally fair
- ■ Gas tax
- ■ Neither option is fair
- ■ Not sure/need more information

Source: BERK Consulting, 2019.

18. Fairness aside, knowing what you know today, which method to fund transportation would you prefer? *(n=1,670)*

43%	9%	17%	6%	26%

- ■ A road usage charge where you pay by the mile
- ■ Equally prefer either option
- ■ A gas tax where you pay by the gallon of gas
- ■ Don't prefer either option
- ■ Not sure/need more information

	Road usage charge	Equally prefer	Gas tax	Don't prefer	Not sure
Rural	36%	8%	20%	7%	29%
Suburban	45%	9%	18%	5%	23%
Urban	46%	11%	13%	5%	26%

- ■ A road usage charge where you pay by the mile
- ■ Equally prefer either option
- ■ A gas tax where you pay by the gallon of gas
- ■ Don't prefer either option
- ■ Not sure/need more information

	Road usage charge	Equally prefer	Gas tax	Don't prefer	Not sure
Smartphone app	41%	10%	13%	9%	27%
Odometer reading	41%	9%	20%	5%	25%
Automated plug-in device without GPS	45%	9%	15%	6%	25%
Automated plug-in device with GPS	43%	9%	18%	4%	26%
Mileage permit	44%	6%	19%		31%

- ■ A road usage charge where you pay by the mile
- ■ Equally prefer either option
- ■ A gas tax where you pay by the gallon of gas
- ■ Don't prefer either option
- ■ Not sure/need more information

Source: BERK Consulting, 2019.

Survey 2 Results

INTRODUCTION

This document summarizes the results of Pilot Participant Survey #2. The survey collected information on participants' driving habits and perspectives, how the pilot is impacting them, and their views on a potential road usage charge system.

The survey was distributed to pilot participants from September 24 to October 8, 2018. For the second survey, 2,106 invitations were sent to pilot participants with 1,598 responses, for a conversion rate of 76%. Because some respondents skipped questions, some questions include a sample size (n) listed next to the question. Some participants received additional questions based on their responses (for example, those who contacted the WA RUC Help Desk).

SURVEY 2 RESULTS

Your pilot reporting method:

- 38% of survey respondents used an automated plug-in device with location data, followed by 26% using the odometer reading and 17% each using the automated plug-in device without location data and the smartphone app. Only 1% selected the mileage permit.

- Respondents generally indicated that the reporting methods do not interfere with their ability to drive. Almost all respondents indicated that all pilot activities take less than five minutes per month.

19. **Which mileage reporting method are you currently testing in the pilot?** *(n=1,602)*

Automated plug-in device with location data	38%	616
Odometer reading	26%	416
Automated plug-in device without location data	17%	276
Smartphone app	17%	272
Mileage permit	1%	11
Unsure	1%	11
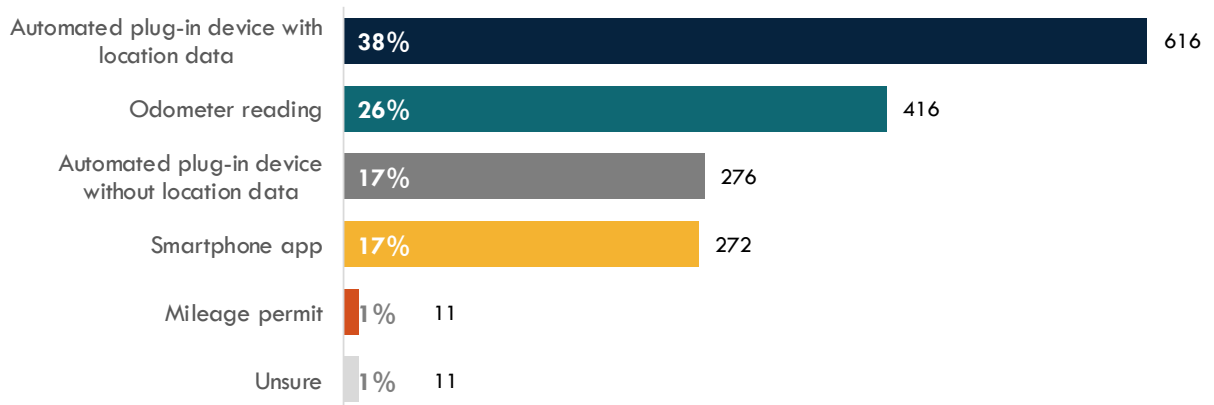
Source: BERK Consulting, 2019.

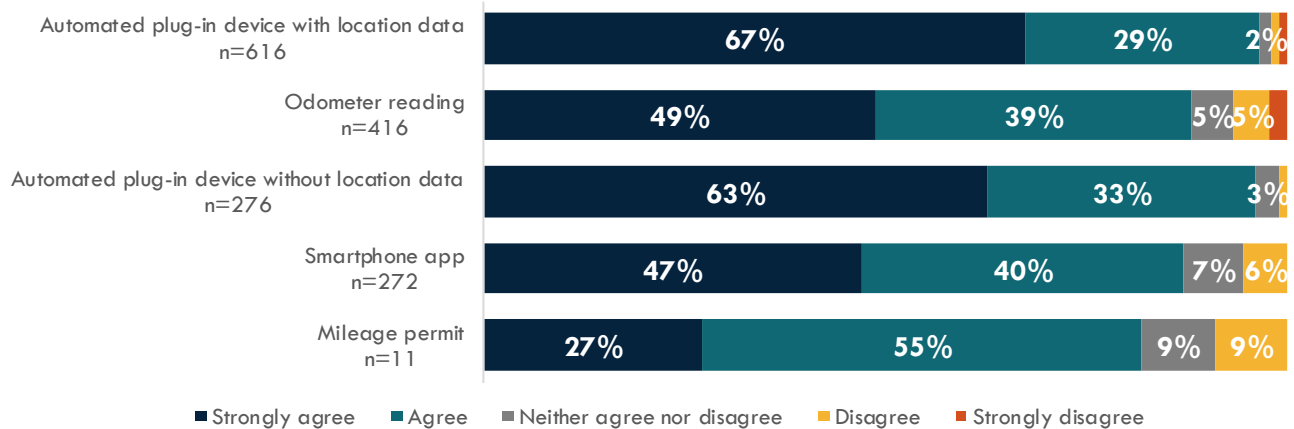20. **Please indicate your level of agreement with the following statements about your current reporting method:** *(n=1,602)*

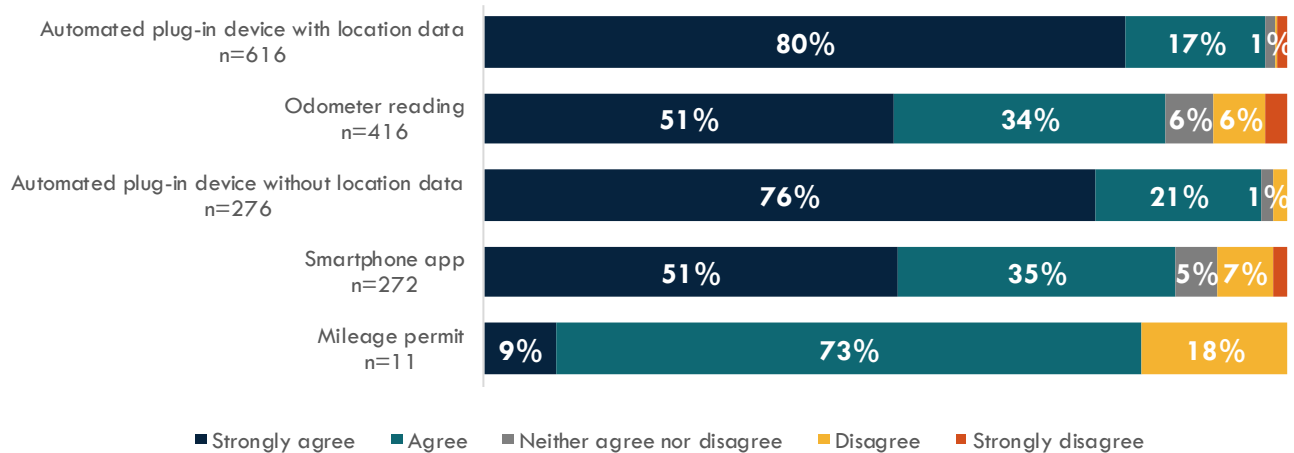| Statement	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree
The reporting method does not interfere with my ability to drive.	80%	17%	2%		
The reporting method accurately reports my trips.	55%	26%	12%	5%	
The reporting method is a convenient way to participate in the pilot.	66%	25%	3%	4%	
Instructions for using the reporting method were clear and easy to follow.	58%	34%	4%	3%	
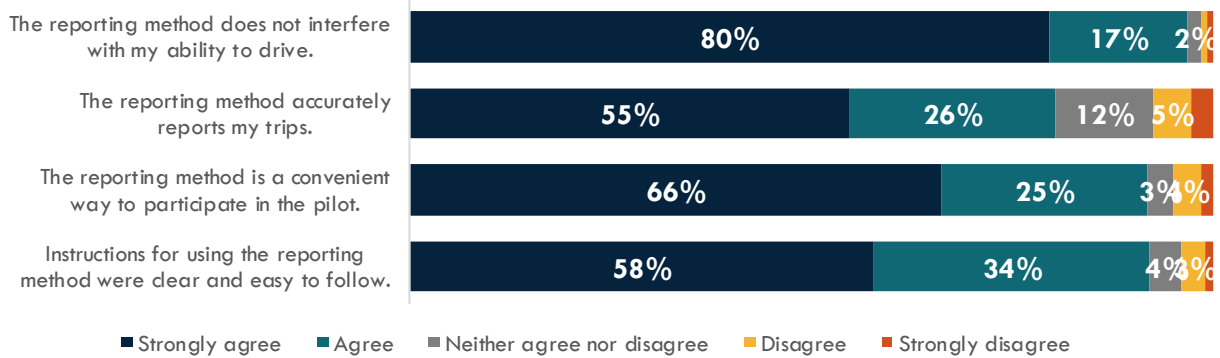
Source: BERK Consulting, 2019.

Responses by device:

"Instructions for using the reporting method were clear and easy to follow."

Device	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree
Automated plug-in device with location data n=616	67%	29%	2%		
Odometer reading n=416	49%	39%	5%	5%	
Automated plug-in device without location data n=276	63%	33%	3%		
Smartphone app n=272	47%	40%	7%	6%	
Mileage permit n=11	27%	55%	9%	9%	

Source: BERK Consulting, 2019.

"The reporting method is a convenient way to participate in the pilot."

Device	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree
Automated plug-in device with location data n=616	80%	17%	1%		
Odometer reading n=416	51%	34%	6%	6%	
Automated plug-in device without location data n=276	76%	21%	1%		
Smartphone app n=272	51%	35%	5%	7%	
Mileage permit n=11	9%	73%		18%	

Source: BERK Consulting, 2019.

"The reporting method accurately reports my trips."

Automated plug-in device with location data n=616	60%	25%	9%	3%
Odometer reading n=416	54%	25%	12%	7%
Automated plug-in device without location data n=276	56%	25%	13%	4%
Smartphone app n=272	46%	29%	15%	5%
Mileage permit n=11	18%	55%	27%	

■ Strongly agree ■ Agree ■ Neither agree nor disagree ■ Disagree ■ Strongly disagree

Source: BERK Consulting, 2019.

"The reporting method does not interfere with my ability to drive."

Automated plug-in device with location data n=616	85%	12% 1%
Odometer reading n=416	78%	19% 1%
Automated plug-in device without location data n=276	81%	16% 2%
Smartphone app n=272	71%	26% 3%
Mileage permit n=11	73%	27%

Source: BERK Consulting, 2019.

21. How much time do you spend on each of the following pilot activities per month? (Please answer in minutes.) *(n=1,590)*

Legend: 0 minutes · 1 to 5 · 6 to 10 · 11 to 15 · 16 to 20 · 21 to 25 · 26 to 30 · 31 and greater

Number of respondents (y-axis: 0 to 1,400)

Categories (x-axis): Reporting your mileage data · Logging into your account to review your information · Reviewing your monthly invoice · Interacting with customer service · Reading about the pilot online and through pilot communications

Minutes of activity

22. Please list any other ways you spend your time on the RUC pilot each month. (n=677)

Note: These are open-ended responses that have been grouped by theme. Not all responses fit within a response theme.

Category	Percentage	Count
Exploring or using tech/application additional benefits	41%	71
Discussing the pilot with others	22%	39
Tracking/updating data or errors	21%	36
Reading about the pilot online and through pilot communications	9%	16
Participating in pilot engagement activities	7%	12
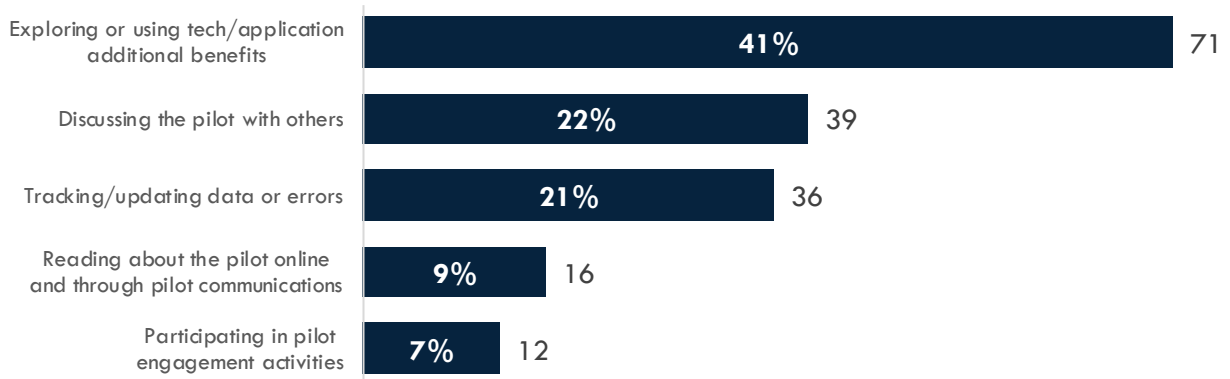
Source: BERK Consulting, 2019.

- Most of the other respondents indicated they do not spend time on any other activities, other than those listed in Question 3. Reasons for this include:
  - The pilot is convenient, easy, and effortless.
  - They just let the pilot do its job and forget about it.
  - They do not think about the pilot other than driving and/or reporting.
  - The pilot is still too new.

- Other tasks that respondents mentioned spending time on include:
  - Reconnecting the plug-in device when it fell off the connector.
  - Figuring out how to use the smartphone camera to submit the image.
  - Printing out paperwork and reading it; creating a spreadsheet showing mileage and charges.
  - Trying to understand how the program works.
  - Trying to remember to use the app to record mileage.

23. Please rate the following pilot activities in terms of ease of completion. (n=1,602).

Activity	Very easy	Moderately easy	Neither easy nor difficult	Moderately difficult	Very difficult
Logging into your account to review your information n=1,474	58%	27%	10%	3%	
Reviewing your mileage data n=1,491	57%	25%	10%	5%	
Interacting with customer service n=608	45%	21%	25%	6%	
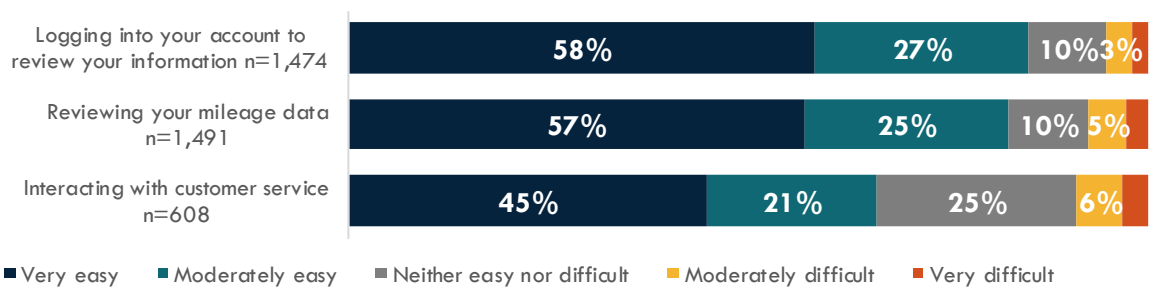
Note: N/A responses were removed from the exhibit.
Source: BERK Consulting, 2019.

Responses by device:

Logging into your account to review your information

Device	Very easy	Moderately easy	Neither easy nor difficult	Moderately difficult	Very difficult
Automated plug-in device with location data n=587	64%	24%	8%	3%	
Odometer reading n=354	47%	31%	16%	4%	
Automated plug-in device without location data n=266	66%	27%	5%		
Smartphone app n=249	54%	28%	10%	6%	
Mileage permit n=10	60%	30%	10%		

■ Very easy ■ Moderately easy ■ Neither easy nor difficult ■ Moderately difficult ■ Very difficult
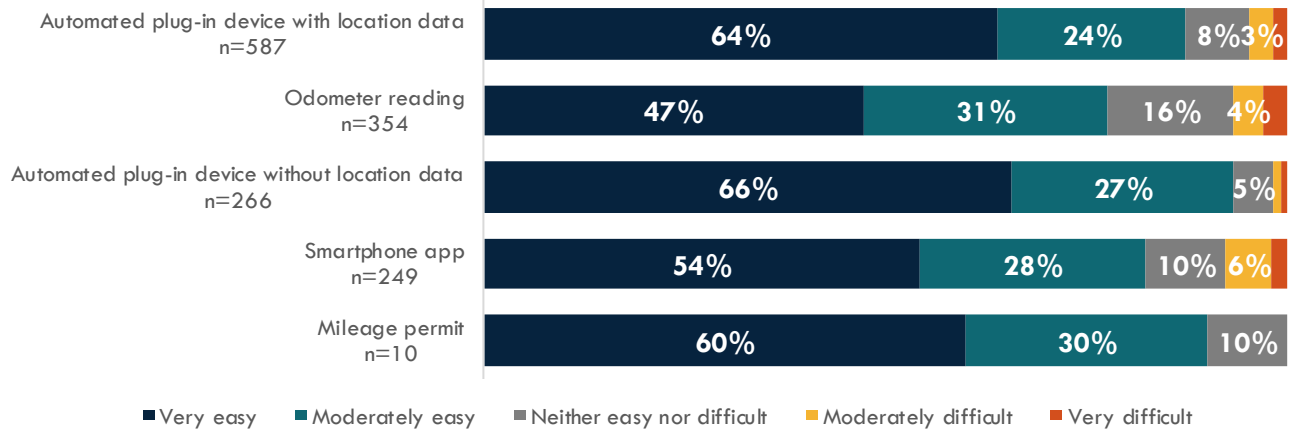
Source: BERK Consulting, 2019.

Reviewing your mileage data:

Device	Very easy	Moderately easy	Neither easy nor difficult	Moderately difficult	Very difficult
Automated plug-in device with location data n=598	63%	24%	7%	3%	
Odometer reading n=353	45%	29%	15%	7%	
Automated plug-in device without location data n=272	66%	25%	6%		
Smartphone app n=251	51%	24%	14%	8%	
Mileage permit n=10	40%	50%	10%		

■ Very easy ■ Moderately easy ■ Neither easy nor difficult ■ Moderately difficult ■ Very difficult

Source: BERK Consulting, 2019.

Interacting with customer service:

Device	Very easy	Moderately easy	Neither easy nor difficult	Moderately difficult	Very difficult
Automated plug-in device with location data n=224	50%	19%	24%	4%	
Odometer reading n=182	45%	19%	25%	8%	
Automated plug-in device without location data n=80	40%	21%	31%	6%	
Smartphone app n=106	41%	27%	22%	7%	
Mileage permit n=8	25%	38%	38%		

■ Very easy ■ Moderately easy ■ Neither easy nor difficult ■ Moderately difficult ■ Very difficult

Source: BERK Consulting, 2019.

Our Communications with You:

- 30% of respondents indicated that they have contacted the WA RUC Help Desk, and participants seemed satisfied with Help Desk interactions.

- 73% have visited the WA RUC website, and of those, 91% found the information they were looking for on the website.

- Participants who did not find what they were looking for on the WA RUC website were seeking device information or other error resolution help.

24. Have you contacted the WA RUC Help Desk (1-833-WASH-RUC or info@waroadusagecharge.org)? *(n=1,602)*

Yes	**30%**	476
No	**70%**	1,126
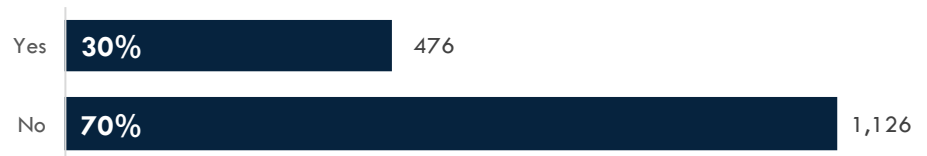
Source: BERK Consulting, 2019.

25. Please indicate your level of satisfaction for each of the following: *(n=476)*

Note: This only includes participants who contacted the WA RUC Help Desk.

	Very satisfied	Satisfied	Neither satisfied or unsatisfied	Unsatisfied	Very unsatisfied
Overall communications with the Help Desk n=474	51%	29%	12%	6%	
Ability of the Help Desk to resolve your issue or refer you to a helpful resource n=475	48%	27%	12%	9%	5%
Promptness of responses from the Help Desk n=474	50%	29%	12%	7%	

■ Very satisfied ■ Satisfied ■ Neither satisfied or unsatisfied ■ Unsatisfied ■ Very unsatisfied

Source: BERK Consulting, 2019.

26. Have you visited the WA RUC website (waroadusagecharge.org)? *(n=1,602)*

Yes	**73%**	1,167
No	**27%**	435
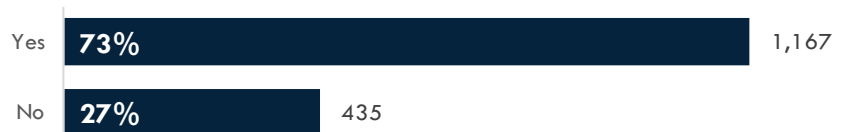
Source: BERK Consulting, 2019.

27. For those who have visited the WA RUC website, were you able to find the information you were looking for on the website? *(n=1,153)*

Yes	**91%**	1,046
No	**9%**	107

Note: This only includes participants who have visited the WA RUC website.
Source: BERK Consulting, 2019.

a. *If no, what information were you looking for that you could not find?*
   "No" response comments categorized by theme:

Category	Percent	Count
Device information	24%	20
Error resolution	24%	20
Account information	19%	16
Policy/implementation information	19%	16
Reporting method information	14%	12
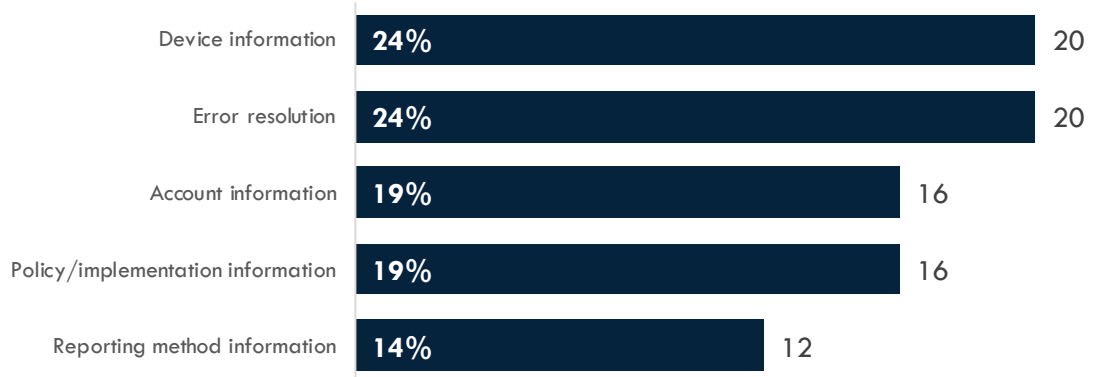
Source: BERK Consulting, 2019.

The RUC Pilot Experience:

- 77% of participants selected DriveSync as their Service Provider, while 10% selected Emovis and 13% do not know or do not remember the name of their provider. Of those who contacted their RUC Service Provider, most have been satisfied with interactions.

- Most respondents were very satisfied with the ease of participation and amount of time spent on the pilot.

- Most respondents whose driving behavior changed indicated that they became safer and more aware as drivers.

28. **Who is your RUC Service Provider?** *(n=1,593)*

Provider	Percent	Count
DriveSync	77%	1,228
Emovis	10%	154
Don't know/Don't remember name	13%	211
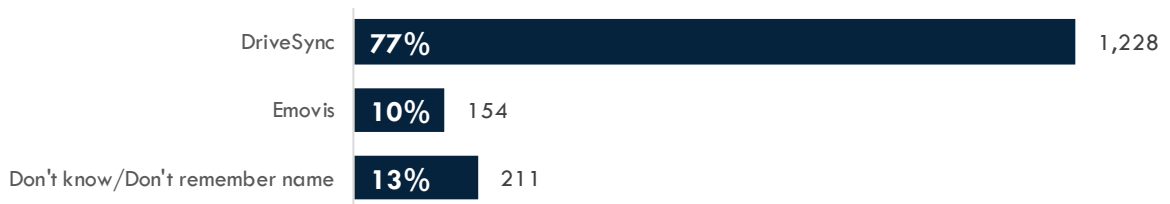
Source: BERK Consulting, 2019.

29. **Please indicate your level of satisfaction with your RUC Service Provider for each of the following:** *(of those who have contacted their RUC Service Provider)*
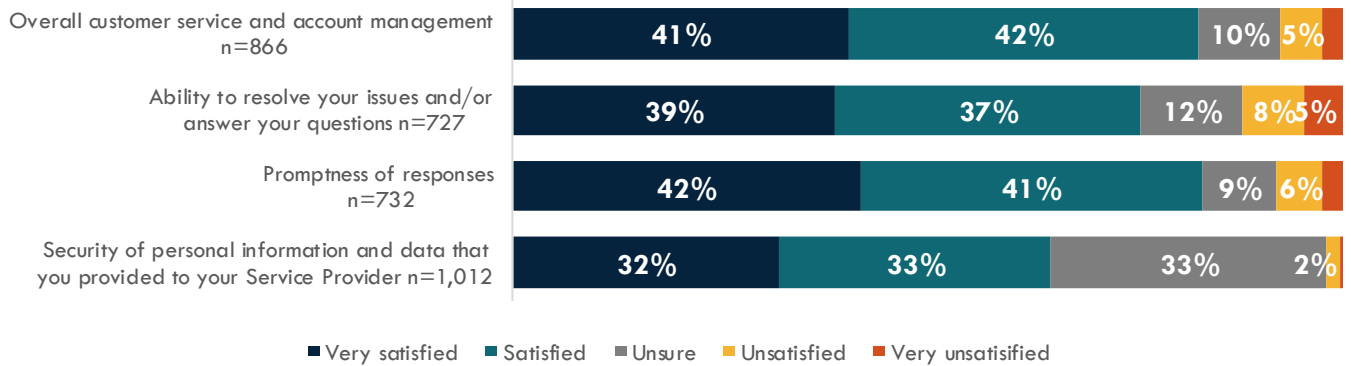
Source: BERK Consulting, 2019.

Responses by RUC Service Provider: *(n=1,501)*

Provider: DriveSync
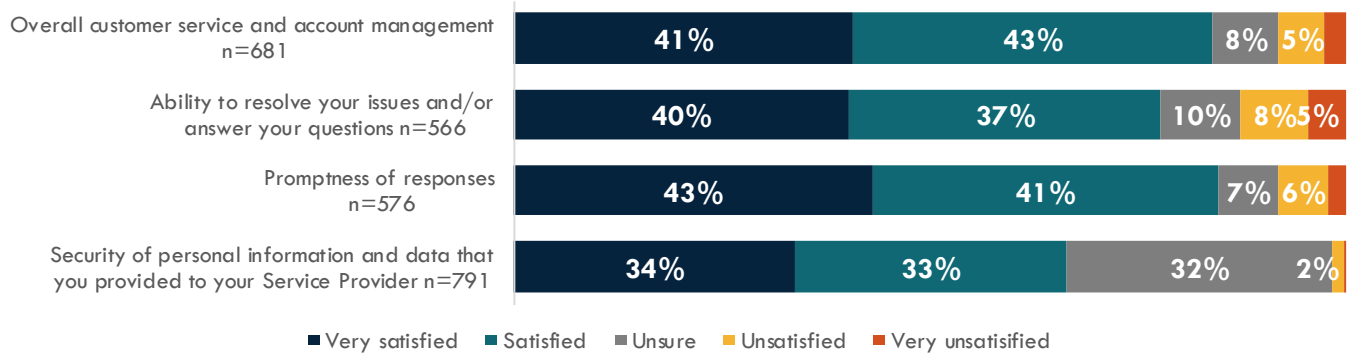
Note: N/A responses were removed from the exhibit and only includes those who have contacted their RUC Service Provider.
Source: BERK Consulting, 2019.
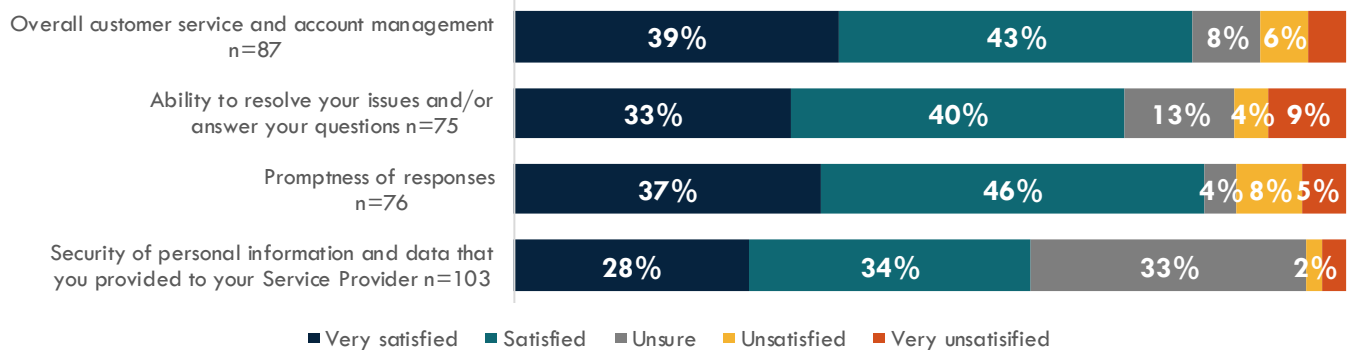
Provider: Emovis

Note: N/A responses were removed from the exhibit and only includes those who have contacted their RUC Service Provider.
Source: BERK Consulting, 2019.

30. **Thinking about your experience with the RUC pilot so far, how satisfied are you with each of the following?** *(n=1,576)*

	Very satisfied	Satisfied	Unsure	Unsatisfied	Very unsatisfied
The opportunity to try something out before decisions are made about whether to implement	58%	29%	10%		
Opportunities to provide feedback on the pilot and your experience	45%	40%	8%	5%	
Amount of time you have spent participating in the pilot	59%	36%	2%		
Clarity of communications and instructions you have received about the pilot	49%	42%	2%		
Ease of participation in the pilot	62%	31%	1%		
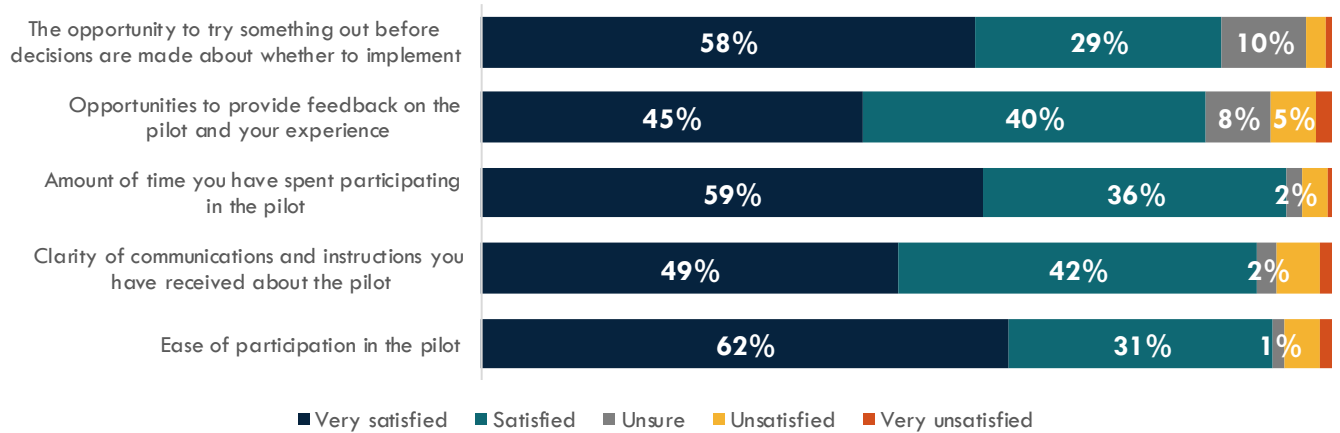
Source: BERK Consulting, 2019.

Responses by device:

Ease of participation in the pilot:

	Very satisfied	Satisfied	Unsure	Unsatisfied	Very unsatisfied
Automated plug-in device with location data n=606	73%	24%	1%		
Odometer reading n=407	50%	38%	2%	8%	
Automated plug-in device without location data n=273	71%	26%	1%		
Smartphone app n=269	49%	40%	1%	6%	
Mileage permit n=11	27%	55%	9%	9%	
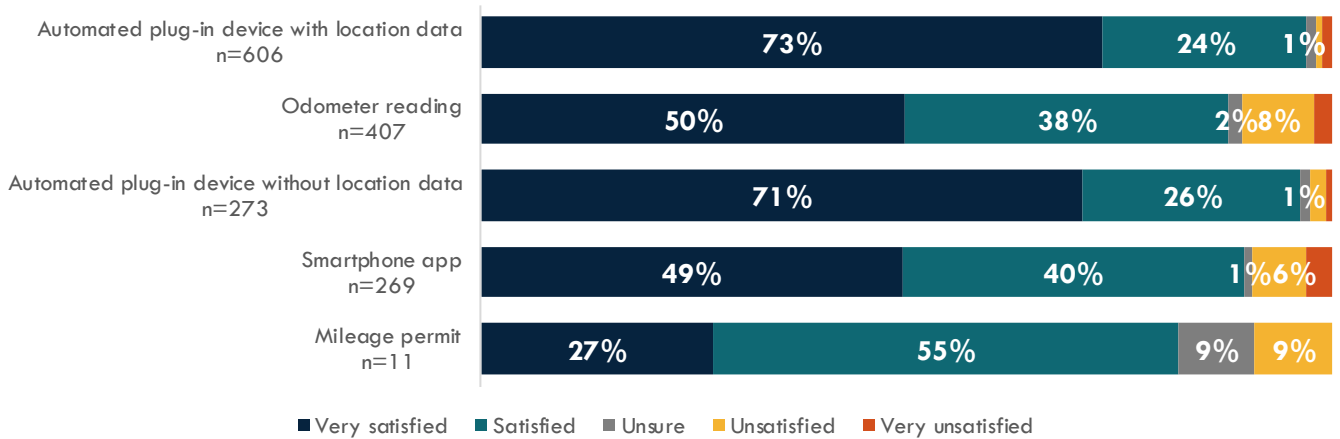
Source: BERK Consulting, 2019.

Clarity of communications and instructions you have received about the pilot:

	Very satisfied	Satisfied	Unsure	Unsatisfied	Very unsatisfied
Automated plug-in device with location data n=606	58%	37%	2%		
Odometer reading n=407	42%	44%	3%	8%	
Automated plug-in device without location data n=273	53%	40%	3%		
Smartphone app n=269	39%	49%	2%	7%	
Mileage permit n=11	18%	82%			
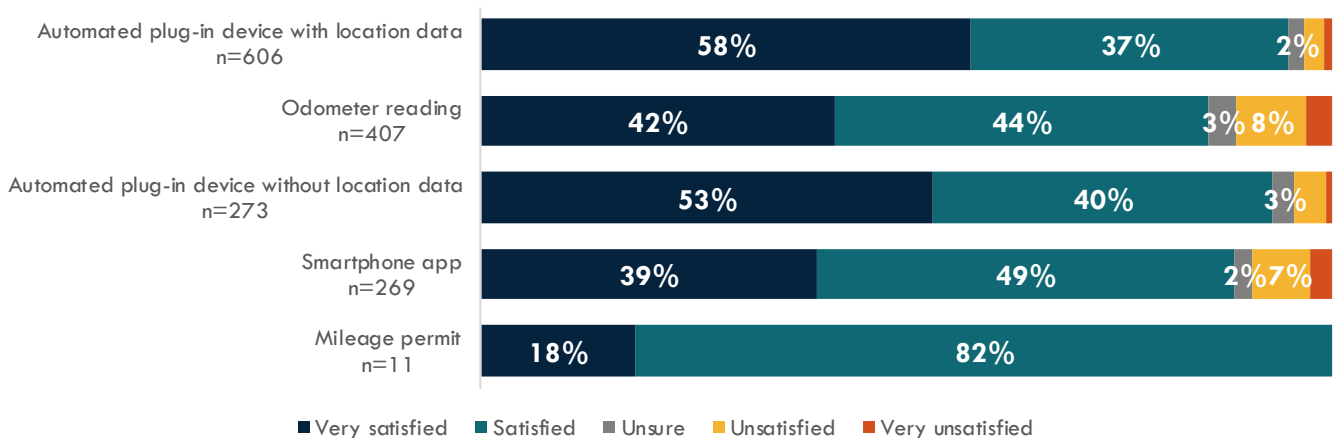
Source: BERK Consulting, 2019.

Amount of time you have spent participating in the pilot:

	Very satisfied	Satisfied	Unsure	Unsatisfied	Very unsatisfied
Automated plug-in device with location data n=606	67%	29%	1%		
Odometer reading n=407	53%	39%	1%		
Automated plug-in device without location data n=273	62%	34%	2%		
Smartphone app n=269	49%	45%	2%		
Mileage permit n=11	18%	73%		9%	
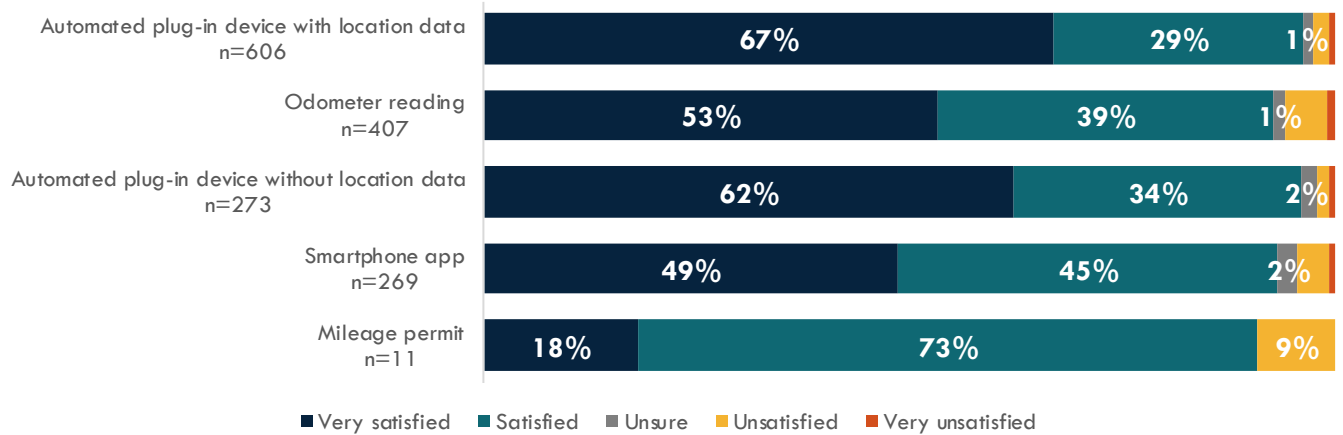
Source: BERK Consulting, 2019.

Opportunities to provide feedback on the pilot and your experience:

	Very satisfied	Satisfied	Unsure	Unsatisfied	Very unsatisfied
Automated plug-in device with location data n=606	51%	37%	5%	5%	
Odometer reading n=407	41%	41%	10%	5%	
Automated plug-in device without location data n=273	45%	44%	6%	4%	
Smartphone app n=269	40%	41%	10%	7%	
Mileage permit n=11	18%	64%	9%	9%	
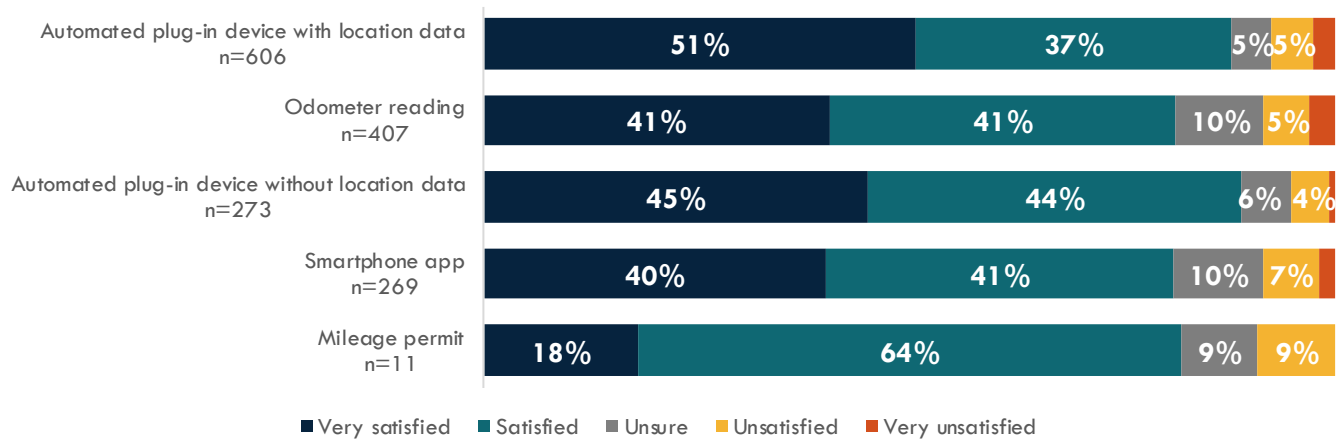
Source: BERK Consulting, 2019.

The opportunity to try something out before decisions are made about whether to implement:

	Very satisfied	Satisfied	Unsure	Unsatisfied	Very unsatisfied
Automated plug-in device with location data n=606	66%	24%	8%		
Odometer reading n=407	51%	32%	13%	3%	
Automated plug-in device without location data n=273	59%	29%	10%	1%	
Smartphone app n=269	52%	33%	10%	4%	
Mileage permit n=11	27%	55%	18%		
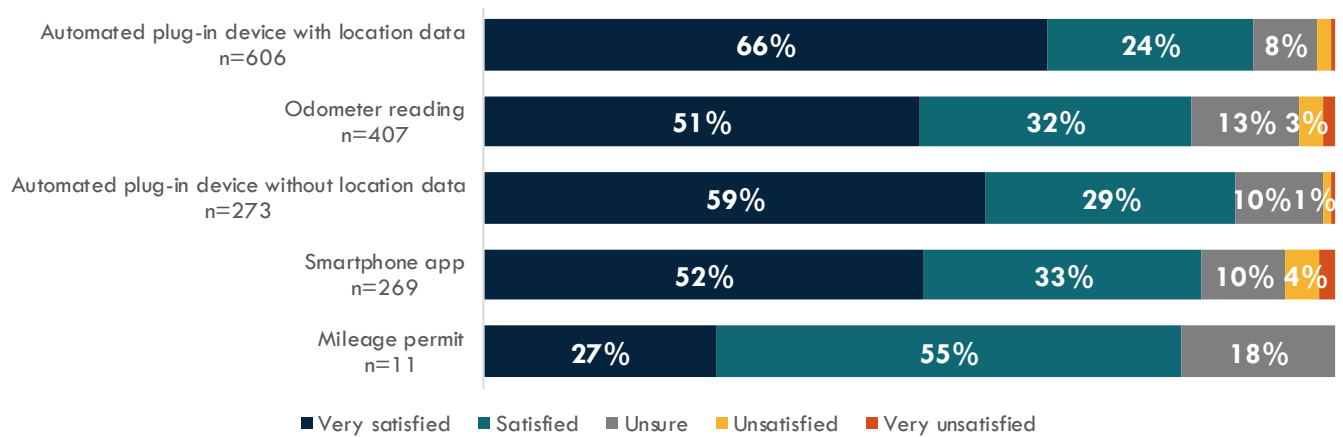
Source: BERK Consulting, 2019.

31. How important to you are the following principles for a potential road usage charge system? *(n=1,575)*
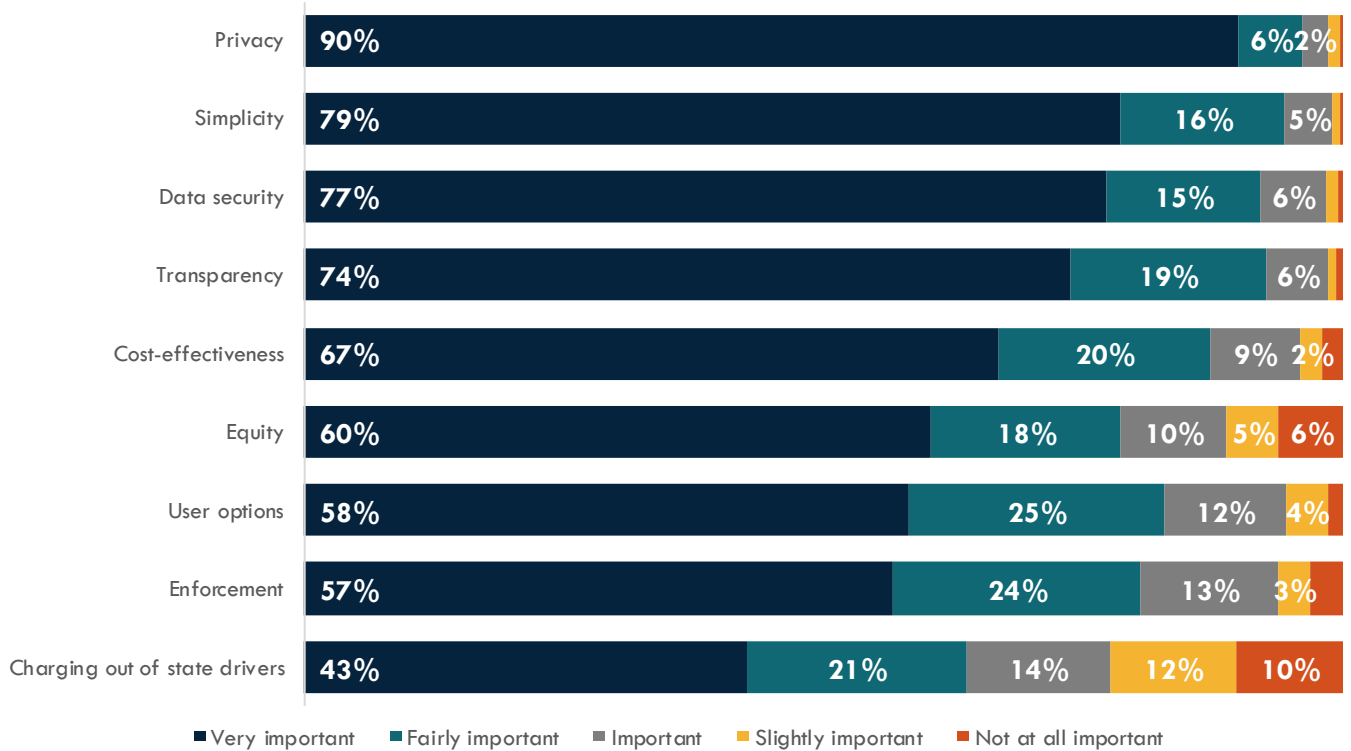
	Very important	Fairly important	Important	Slightly important	Not at all important
Privacy	90%		6%	2%	
Simplicity	79%	16%	5%		
Data security	77%	15%	6%		
Transparency	74%	19%	6%		
Cost-effectiveness	67%	20%	9%	2%	
Equity	60%	18%	10%	5%	6%
User options	58%	25%	12%	4%	
Enforcement	57%	24%	13%	3%	
Charging out of state drivers	43%	21%	14%	12%	10%

Note: Survey respondents were presented with full statements defining these principles without the label that describes each statement. The principle label is presented here for simplicity. A complete list of principles and their definitions can be found earlier in the Appendix. The statements were presented in random order when participants took the survey.
Source: BERK Consulting, 2019.

32. Based on your participation to date in the RUC pilot, please indicate your level of agreement with each of the following: *(n=1,576)*

	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree
My driving behavior has changed.	4%	7%	28%	36%	25%
I am more aware of how many miles I drive each month.	30%	28%	26%	11%	4%
I am more aware of the amount of transportation related taxes I pay.	32%	39%	19%	7%	3%
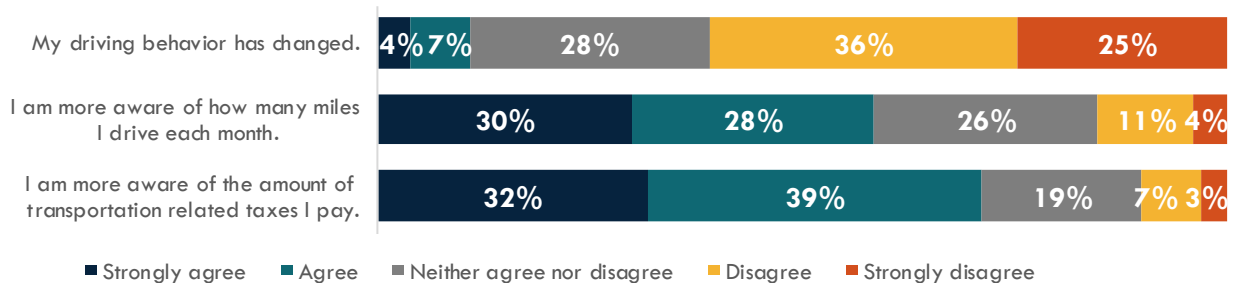
Source: BERK Consulting, 2019.

33. If you answered agree or strongly agree to "my driving behavior has changed," in what ways has it changed?

Among the 11% of respondents (169) that indicated their driving behavior has changed, we coded and summarized open-ended responses by theme. The most commonly described changes relate to safer driving/more awareness of driving, reduced trips, and more awareness of driving habits and associated costs/taxes.

"My driving behavior has changed" open-ended responses categorized by theme:

Theme	Percent	Count
Safer driving/more awareness	51%	71
Reduce trips	37%	52
More awareness of driving habits and associated costs/taxes	12%	17
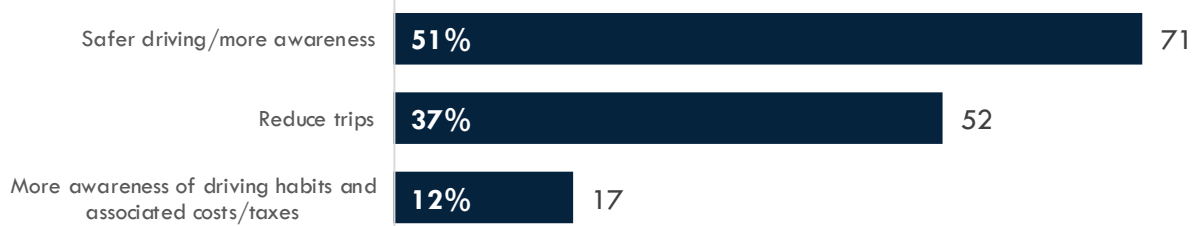
Note: Not all responses fit within a response theme.
Source: BERK Consulting, 2019.

- Some respondents indicated uneasiness about a potential RUC system that might shape behavior through taxes or fees. There is concern about a government role in influencing driving habits.

- Some participants who drive significant miles noted that their behavior has not changed and that they have no choice but to drive their current route (for work, errands, etc.) regardless of associated costs.

  □ "Commute is the commute."

  □ "The reality is that you need groceries and need to go to work so it has zero real impact other than more cost and more worry."

- Some rural participants were especially concerned that they have no options to change their driving behavior and that a potential RUC system would only benefit urban areas.

  □ "Please do not penalize us for living in a rural area."

  □ "I continue to think this pilot is only benefiting King and Pierce counties, and not the majority of the state, where public transportation options are few and far between."

34. Based on your participation in the RUC pilot, how do you feel about each of these areas? (n=1,576)

	Too much	Just right	Not enough	No opinion
that the assurances given regarding protection of my personal information and security of the RUC data collected were….	2%	69%	14%	15%
the amount of personal information I was asked to provide in the RUC pilot was …	5%	83%	1%	11%
the amount I would pay under a RUC system based on my miles driven is …	22%	52%	4%	22%
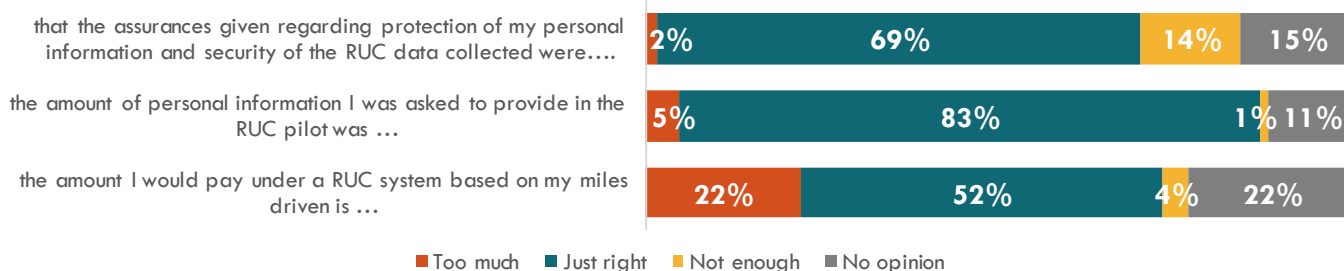
Source: BERK Consulting, 2019.

Transportation Funding in Washington:

▪ Frequent comments concerning implementation of a RUC were about the system's accuracy and people's ability to potentially cheat the system more easily than with a gas tax.

▪ Among those who support a RUC less now compared with at the start of the pilot, the most common reason was the complexity of the system both for drivers and the State in terms of implementation.

35. Based on your pilot invoices, how do you feel about your ability to understand what you pay in transportation tax? (n=1,572)

My understanding is better with a RUC than with the gas tax.	47%	739
My understanding is the same as with the gas tax.	28%	446
No opinion at this time.	16%	245
My understanding is less with a RUC than with the gas tax.	9%	142
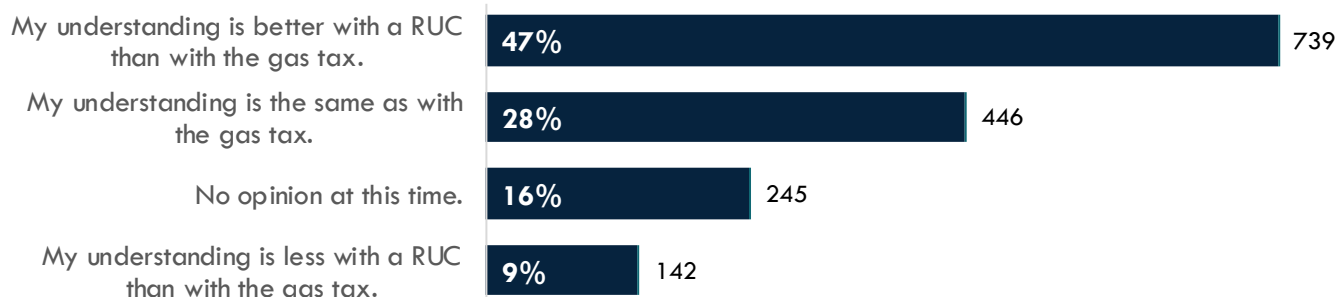
Source: BERK Consulting, 2019.

36. At this point, how do you feel about implementing a road usage charge as a replacement to the gas tax in Washington to fund transportation infrastructure? (n=1,572)

Strongly support	Somewhat support	Somewhat oppose	Strongly oppose	Not sure/need more information
34%	31%	10%	10%	14%

Source: BERK Consulting, 2019.

Responses by device:

Device	Strongly support	Somewhat support	Somewhat oppose	Strongly oppose	Not sure/need more information
Odometer reading n=405	33%	29%	9%	12%	18%
Automated plug-in device without location data n=273	29%	35%	12%	12%	13%
Smartphone app n=268	38%	26%	8%	9%	19%
Mileage permit n=11	36%	18%	27%	9%	9%
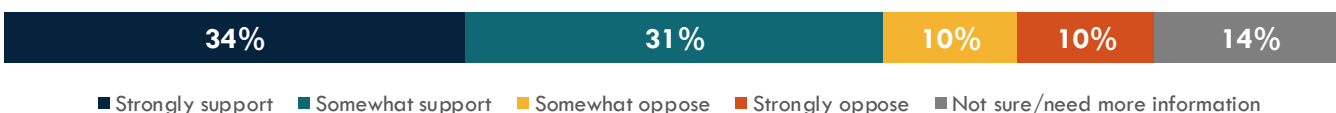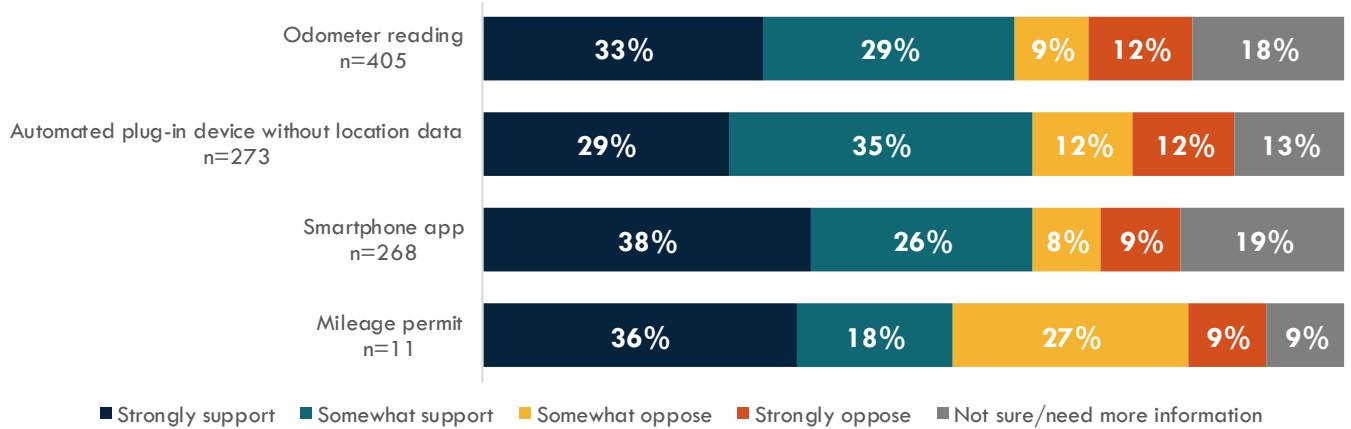
Source: BERK Consulting, 2019.

a. *Open-ended "Additional comments" were coded and categorized by theme. Below are some of the most common themes:*

Theme	%	Count
Will it be accurate/can people cheat	42%	66
Vehicle weight concerns	29%	45
Question of it it could really be implemented	27%	42
Want sustainable solutions for road funding	2%	3
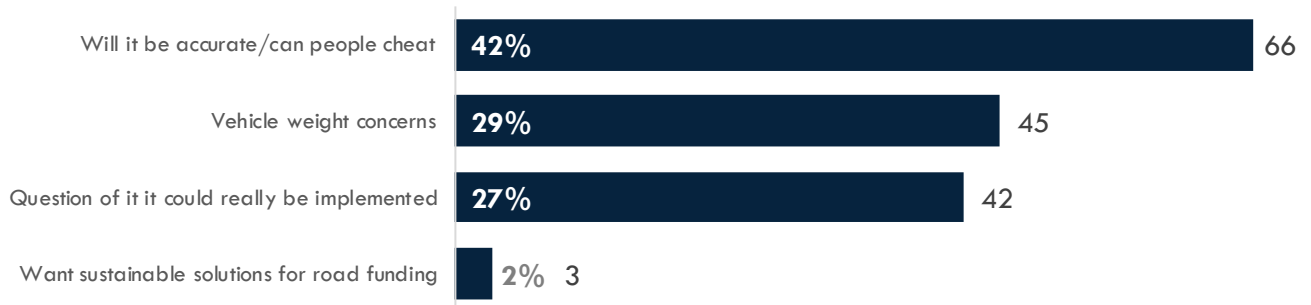
Source: BERK Consulting, 2019.

- Accuracy/cheating concerns include:
  - Ensuring that the system is accurate.
  - Concerns about disincentivizing electric vehicles.
  - Making sure the system is transparent.
  - Ensuring that out-of-state drivers are paying for use of the roads.
- Participants who support a RUC system indicated:
  - They are interested in sustainable solutions to road funding.
  - This is a fair way to ensure everyone pays their share of road maintenance.
  - RUC levels the playing field between gas and electric vehicles.
- Several people noted that it matters where revenues from RUC are spent; they want to make sure that the revenues are used on road projects around where they live. Taxes they pay should go toward their own communities.

- Participants offered additional ideas to supplement the proposed RUC system:
  - A blended system – a combination of a RUC with the existing gas tax.
  - Congestion pricing – rather than a fixed price per mile.
  - Pricing tiers based on how much you drive.
  - Taxing electric and hybrid vehicles more proportionately to their road usage than their fuel consumption.

37. **Since the beginning of the pilot, has your attitude towards a road usage charge system changed?** *(n=1,572)*

28%	52%	12%	9%

■ Yes, I feel more supportive now ■ No, my attitude is unchanged ■ Yes, I feel less supportive now ■ Unsure

Source: BERK Consulting, 2019.

Responses by device:

	Yes, more supportive	No, unchanged	Yes, less supportive	Unsure
Automated plug-in device with location data n=605	32%	48%	12%	8%
Odometer reading n=405	25%	54%	10%	11%
Automated plug-in device without location data n=273	26%	53%	12%	8%
Smartphone app n=268	25%	57%	11%	7%
Mileage permit n=11	18%	45%	27%	9%

■ Yes, I feel more supportive now ■ No, my attitude is unchanged ■ Yes, I feel less supportive now ■ Unsure

Source: BERK Consulting, 2019.

a. *Open-ended "More/less supportive" responses were coded and categorized by theme. Below are some of the most common themes:*

	%	Count
Concerned about difficulty and statewide implementation	36%	38
Not confident in miles accuracy	19%	20
See importance of revenue for roads	18%	19
Will pay more	15%	16
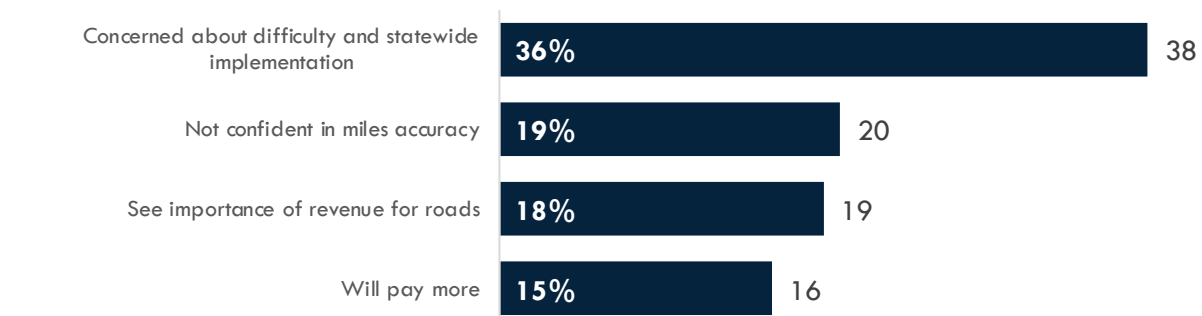
Source: BERK Consulting, 2019.

- Among those who are now more supportive of a RUC system, common responses related to:
  - Seeing the importance of revenue to pay for roads.
  - Believing that RUC seems more equitable.
  - RUC is easy.
  - They feel they would pay less under RUC.
  - They prefer a tax based on how much they've driven and not how efficient their vehicle is.
- Among those who are now less supportive of a RUC system, common responses related to concerns about:
  - Difficulty of statewide implementation.
  - Lack of confidence in the accuracy of miles reported.
  - A belief that they will pay more under RUC than under the gas tax.
  - Equity concerns that this decreases the financial incentive to purchase fuel efficient vehicles.

38. **Please share any other comments you have below:** *(n=363)*

This question asked for open-ended comments, and they have been categorized by theme:

Out of 363 respondents who provided open-ended responses, 67 commented about the **technology or reporting methods issues,** including:

- Apps do not work.
- Website links do not work.
- Do not understand the points system in the app.
- Could not install equipment in vehicle.
- Received notification to record mileage, but app says none required.
- Adapter does not fit their truck.
- iPhone camera permission does not allow the app to take photos.
- Could not use the device without GPS because of an electric car.
- Odometer is broken and cannot report miles.

36 people mentioned **vehicle equity issues**. This generally fell in two areas:

- Electric vehicles: People believe that RUC would penalize fuel efficient transportation choices by electric vehicle drivers.
- Vehicle weight: There's concern that the RUC doesn't consider vehicle size and/or damage caused to roads by some vehicles. They believe that heavier vehicles, which impose more wear and tear on roadways, should pay more for use of the roads.

33 people described concerns about accountability for state tax spending.

- They are worried that RUC would just be another way to collect taxes and that they do not know where the money would go.
- There is concern that even if RUC was implemented, other transportation taxes (including the gas tax, but also tolls, car tabs, or other fees) would not change.
- People do believe in funding transportation infrastructure, but they perceive that more and more money is being collected.

30 comments were about **implementation**.

- This included concerns that the pilot was too complex and would be difficult to implement. Some people believe RUC is more difficult to understand than the gas tax, and the system would be administratively challenging to implement and may be too costly or unsuccessful when expanded to the entire state.
- People also offered ideas about implementation, which included fewer invoices, more communication, rewarding carpools, having more reminders to report mileage, and providing more data on costs of gas tax vs. RUC or what other drivers are paying.

21 people had **out-of-state reporting** concerns.

- Many want to ensure they are not charged when driving out-of-state.
- Others want to make sure that out-of-state visitors are charged when driving in Washington.
- Others do not want to charge out-of-state visitors because this could hurt tourism.

20 people described geographic or income equity issues.

- Geographic: Rural drivers need to drive more as part of their daily life, and there's a lack of adequate public transportation to enable some drivers to drive less.
- Income: There's concern that RUC would disproportionately affect those who are less able to pay higher taxes.

13 people indicated that **data was not available from their app.** They want to be able to access their driving data, but their data dashboard is blank.

10 people had **privacy/security concerns.** They are concerned that a RUC system would collect too much personal data from drivers.

10 people **had accuracy/compliance concerns**.

- They were concerned that their mileage was tracked incorrectly, and they would be over-charged.
- They were also concerned about enforcement and compliance, noting that the system could be exploited by people who would pay less than they should pay under the system.

9 people had comments about **costs (**mostly comparing gas tax to RUC and how much they would pay under each).

14 people had pilot questions, 15 people needed more information, 16 people noted that they support RUC, and 5 people never received any invoices.

64 people had other comments, many of which were "no comment" or "thank you" comments.

Survey 3 Results

INTRODUCTION

This document summarizes the results of Pilot Participant Survey #3. The survey collected information on participants' experience with the pilot and their perspectives about a potential road usage charge. The survey was available to pilot participants from February 7 to 24, 2019.

This was the third and final survey of the pilot. For questions asked in earlier surveys, comparisons are given to show how responses may have changed over time. The survey was distributed to 2,009 participants and 1,503 survey responses were received, for a conversion rate of 75%. Because some respondents skipped questions, some questions include a sample size (n) listed next to the question. Select questions were compared within a pool of participants to see if those who completed all three surveys were substantially different than participants who submitted fewer surveys; no significant change in results were found. An analysis of low-income individuals who indicated a household income of $30,000 or lower is included following the all-respondent analysis.

SURVEY 3 RESULTS

About You

Survey questions and responses are shown in the exhibits below. Survey respondent information, such as self-described location and device type, are like earlier surveys.

39. **How would you describe where you live?** *(n=1,502)*

Location	Percentage	Count
Urban	24%	366
Suburban	47%	700
Rural	29%	434
Not sure	0%	2
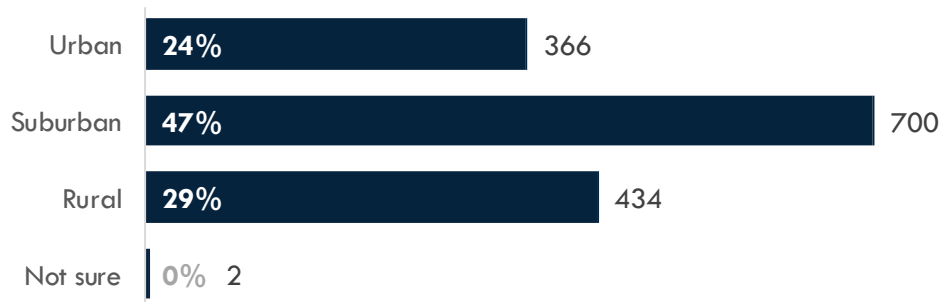
Source: BERK Consulting, 2019.

Transportation Funding

40. **Please indicate your level of agreement with each of the following statements:**

Washington State needs to ensure adequate funding is available to keep our transportation infrastructure safe, effective, and properly maintained.

	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree
Survey 1 n=1,670	79%	15%	3%		
Survey 3 n=1,501	68%	27%	3%		

■ Strongly agree ■ Agree ■ Neither agree nor disagree ■ Disagree ■ Strongly disagree

Washington State needs to find an alternative to the gas tax to adequately fund our transportation infrastructure.

Survey 1 n=1,670	37%	30%	22%	7%	4%
Survey 3 n=1,496	35%	33%	21%	7%	4%

■ Strongly agree ■ Agree ■ Neither agree nor disagree ■ Disagree ■ Strongly disagree
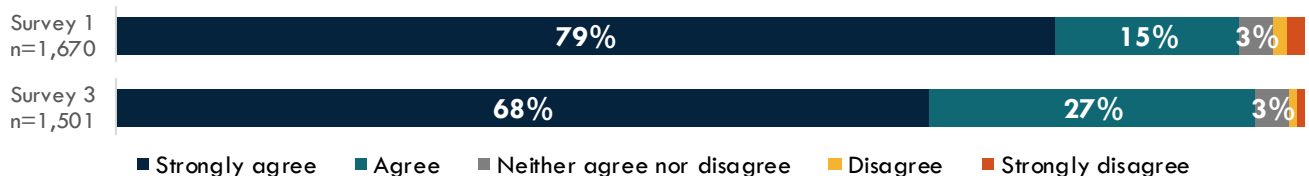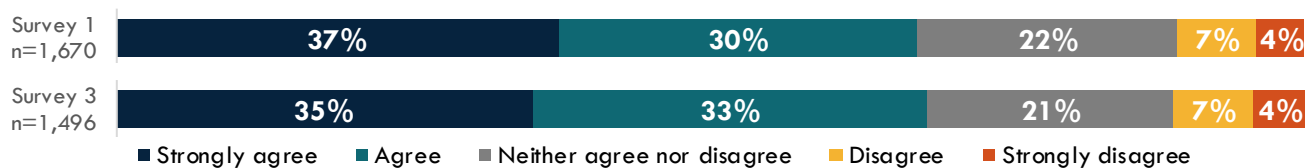
Source: BERK Consulting, 2019.

- Over the course of the pilot, participants who agreed that adequate funding for transportation is needed stayed about the same (94% in Survey 1 and 95% in Survey 3).

- Both at the beginning and end of the pilot, a majority agreed that the State needs to find an alternative to the gas tax.

41. **What additional comments, if any, do you have about "adequate funding for WA transportation" or "finding an alternative source to the gas tax" that you would like to share?** [Open-ended]

687 respondents provided open-ended responses. Responses may be assigned to multiple codes. Codes were developed as topics arose; not all codes were available when reviewing questions, and as such some may be underrepresented in counts.

- **Participants care about funding transportation in Washington and shared their suggestions.**

  - 87 offered other **taxing or fee options**.

    - The most common idea was a state income tax, with an alternative being a tax on the wealthiest (highest income brackets) for infrastructure.

    - Other ideas were carbon fees, a sales tax with the purchase of a new vehicle, tires tax or tire surcharge, fees for studded tires, tolls on interstates, vehicle registration fees by weight, tax on luxury vehicles, using a formula that increases both miles driven and vehicle weight, congestion pricing, and business/corporate taxes.

    - There's some interest in a tax mix that includes both a gas tax, a mileage-based charge, and vehicle weight.

  - 56 people stated that it is **important to fund** transportation in Washington.

  - 41 said that **an alternative to the gas tax is needed**, as current gas tax revenue is not keeping up with funding needs.

  - 22 stated that RUC revenue needs to be **dedicated or protected** to ensure it is used for transportation, rather than other purposes.

  - 13 people said that **bicycles should contribute too** since they also use the roads.

  - 11 people said that the state should invest in **public transit.**

  - 10 people suggested **increasing existing taxes or fees first (such as raising the gas tax).**

- □ 9 people brought up the **high costs of maintaining roads.**
- □ 4 people brought up questions about **federal funding.**

- 113 people have **general government, politics, or tax concerns.**

  - □ Of these, 49 people said they do not trust the government's use of tax money or stated that the government needs to use money more efficiently.

  - □ 26 people were concerned about the return on investment.

  - □ 24 people felt that the state has too many taxes or that taxes are too high already.

- **Participants have mixed opinions about how EVs/hybrid vehicles should pay.** Some feel strongly that **EVs/hybrids should also pay the same rate** for their use of roads, and others feel strongly that **they should be incentivized or rewarded for being fuel-efficient.**

  - □ 42 people said EVs/hybrids should pay too.

  - □ 30 people said there should be incentives for environmentalism or fuel efficiency.

  - □ 26 people said we should not discourage EVs/hybrids.

  - □ 13 people offered other ways to tax EVs/hybrids, including an additional registration fee for EVs/hybrids or an extra tab on their tab renewal. This is to make up for the costs they are not paying in gas tax.

  - □ 6 people said that they dislike the current flat-rate fee tax on EVs/hybrids.

  - □ 3 people perceive that EVs/hybrids would pay more under RUC than other vehicles.

  - □ 2 people said not to double tax EVs/hybrids.

- **Thinking about funding, participants are concerned about factors that may disproportionately affect costs or result in misalignment between payers and users.** Participants mentioned the relationship between income, geography, and driving distance.

  - □ 32 people mentioned **geographic considerations**. Funding should reflect the roads being supported by that funding. Most of these participants were concerned that rural areas would bear the transportation costs for urban areas. A few participants noted a need to fund large cities and growing urban areas.

  - □ 29 mentioned **vehicle weight.** These participants believe that heavier vehicles have more road impact than smaller vehicles.

  - □ 22 mentioned **income.** Income is related to other factors that drive costs. Lower-income households often live further from work, in locations with lower housing costs and would be disproportionately affected by a RUC. Additionally, lower-income families are less able to afford EV/hybrids, so the incentives that reward fuel-efficiency are harder to obtain.

  - □ 16 people commented that some people need to **drive further to work** or for daily needs. Some mentioned that this is the case particularly for those who live in rural areas or who have lower-incomes and may live far from job centers.

  - □ 14 mentioned **vehicle type.** They perceive that larger trucks and vehicles with studded tires damage the roads disproportionately and add to road maintenance costs.

- Participants offered ideas for implementation:
  - 20 people suggested implementing **both the gas tax and RUC**, or the gas tax plus some type of tax for EVs/hybrids.
  - 9 suggested implementing **variable road costs or tolls**.
  - 6 suggested implementing RUC for EVs/hybrids now (and potentially expanding it to other vehicles later).
- 26 stated that they **do not want to be double taxed**. If RUC is implemented, then the gas tax needs to be repealed. They are concerned that they may end up paying both.
- 22 commented about needing to track out-of-state use, with 13 saying that **non-residents should contribute for use of roads.** Others want to ensure residents are not charged for out-of-state driving.
- Participants described the way that people should be charged:
  - 49 said people should pay for use of roads.
  - 18 said people should pay for ther impact on roads.
  - 11 said people should **pay if they benefit.** Everyone benefits from the roads even when they're not driving, whether it's through public transportation, carpooling, or biking. Some stated that all residents benefit, even if they do not use roads, for example, businesses or customers who purchase goods brought to stores or homes on trucks.
  - 10 said people should pay by the mile.
  - 8 said people should pay for their share.
- 13 people brought up the importance of **privacy and data security**, including 6 who were concerned about it and 2 that suggested non-tracking options.
- 9 people were concerned about **administration/overhead costs.**
- 9 people suggested a need for more **transparency or communications** if RUC is implemented.

Your Reporting Method and Provider

The mileage reporting method of survey takers is shown below. There were only 11 users surveyed who used the mileage permit method, so further analysis by reporting method may be less accurate because of the small sample size.

40. Which mileage reporting method did you test in the pilot? If you switched methods, please select the reporting method you most recently used. (n=1,501)
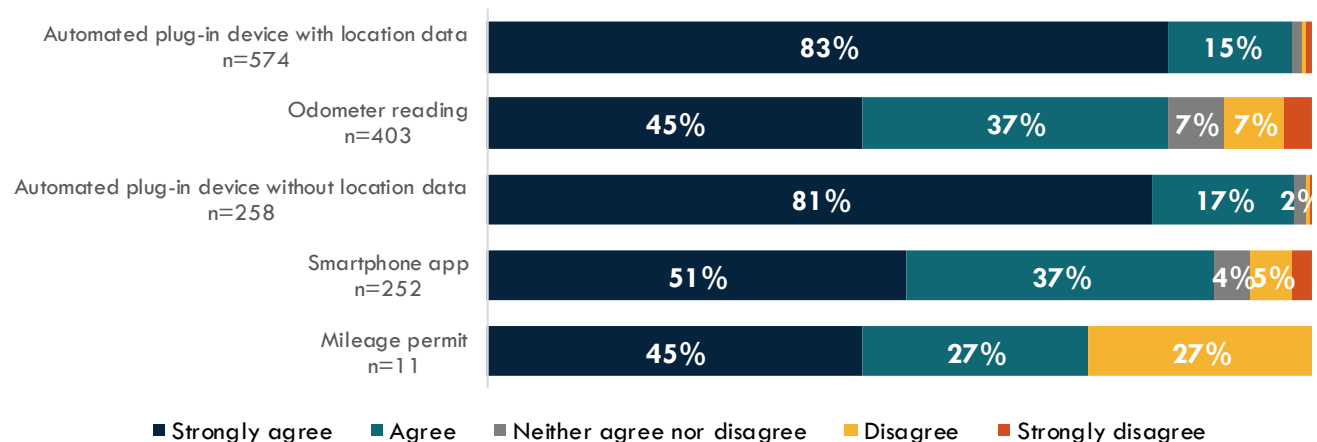

Automated plug-in device with location data	38% — 574
Odometer reading	27% — 403
Automated plug-in device without location data	17% — 258
Smartphone app	17% — 252
Mileage permit	1% — 11
Don't know	0% — 3
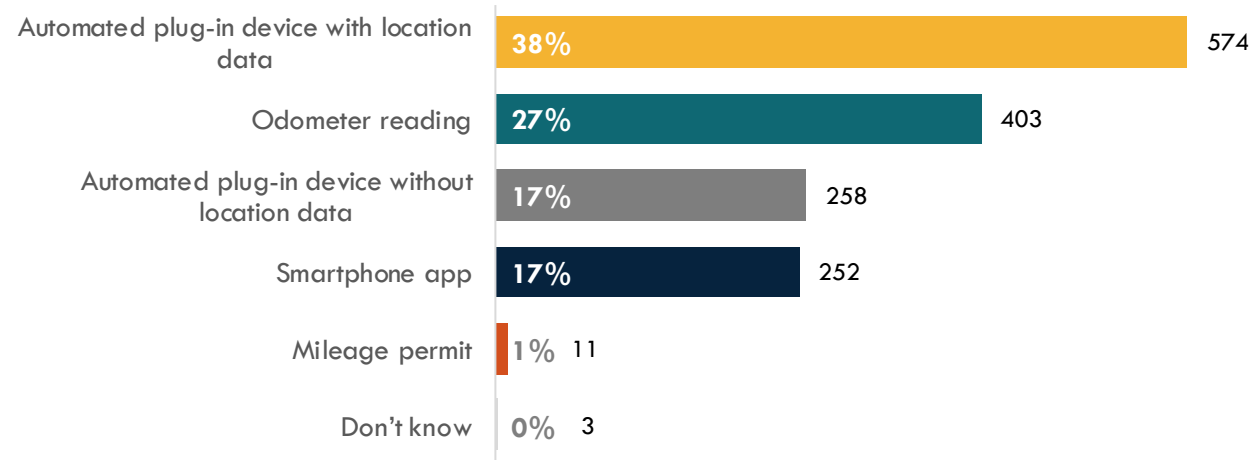
Source: BERK Consulting, 2019.

Most users reported that their reporting method was convenient and did not interfere with their ability to drive. The mileage permit participants disagreed with most with these statements, but this was a limited sample size of 11s. Most users also found that the reporting method did not interfere with their ability to drive.

42. Please indicate your level of agreement with the following statements about your reporting method:

The reporting method was a convenient way to participate in the pilot.

	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree
Automated plug-in device with location data n=574	83%	15%			
Odometer reading n=403	45%	37%	7%	7%	
Automated plug-in device without location data n=258	81%	17%	2%		
Smartphone app n=252	51%	37%	4%	5%	
Mileage permit n=11	45%	27%		27%	

Source: BERK Consulting, 2019.

The reporting method did not interfere with my ability to drive.

Strongly agree ■ Agree ■ Neither agree nor disagree ■ Disagree ■ Strongly disagree
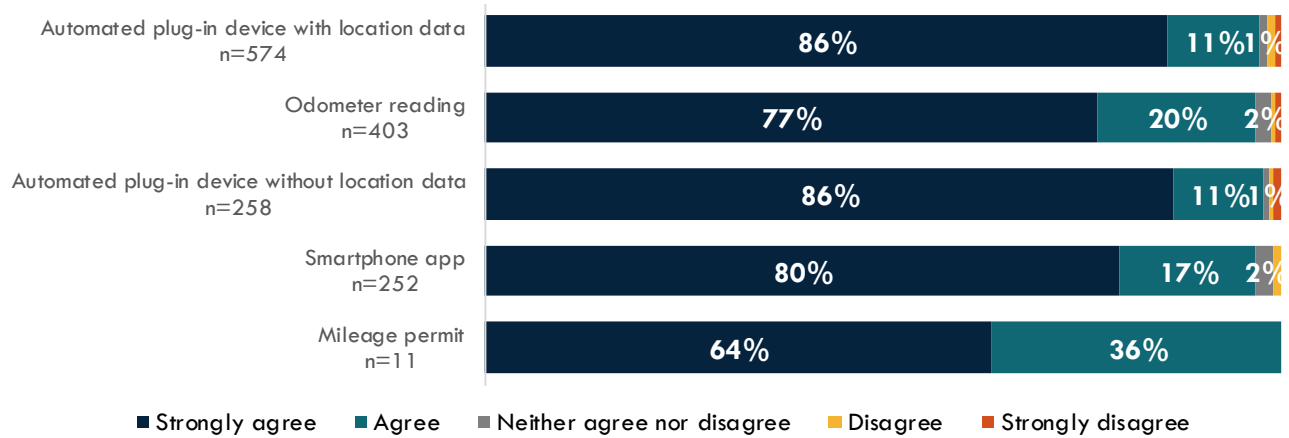
Source: BERK Consulting, 2019.

Most users believed that their mileage was accurately reported.

43. Did the reporting method accurately report your trips?

■ Always ■ Most of the time ■ Sometimes ■ Never
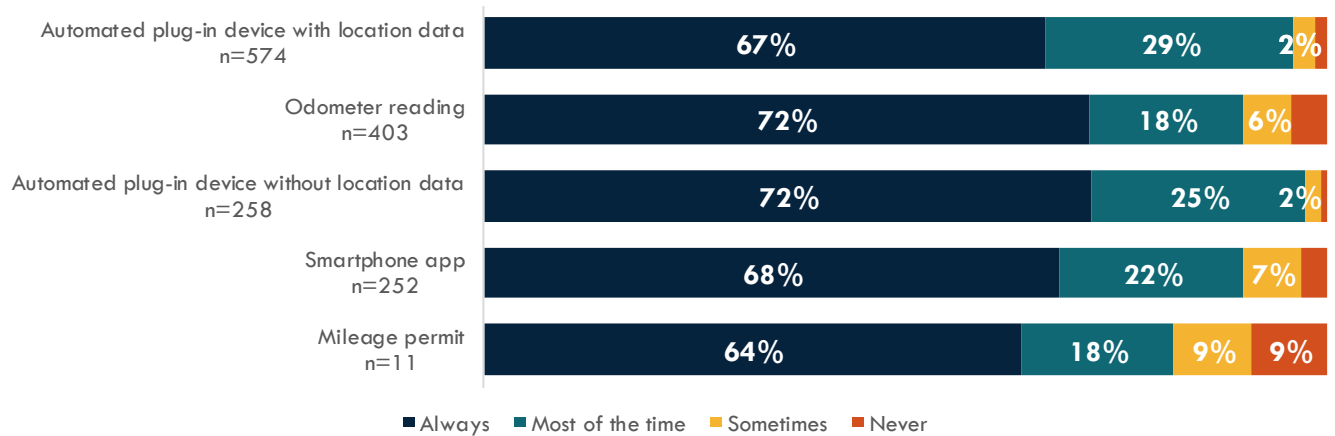
Source: BERK Consulting, 2019.

Most pilot activities were easy to complete. Over half of respondents did not interact with customer service.

44. Please rate the following pilot activities in terms of ease of completion.

■ Very easy ■ Easy ■ Neither easy nor difficult ■ Moderately difficult ■ Very difficult
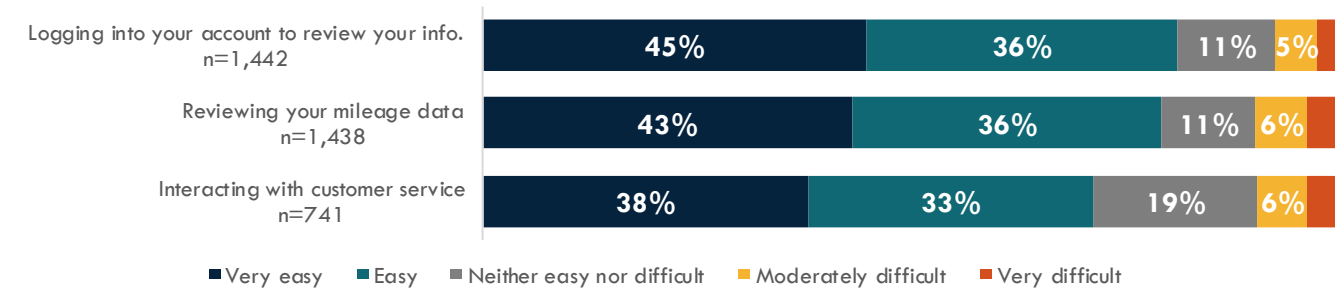
Source: BERK Consulting, 2019.

Most respondents used DriveSync during the pilot.

45. Who is your RUC Service Provider? *(n=1,501)*

DriveSync	82%	1,235
Emovis	10%	152
Don't know / Don't remember name	8%	114
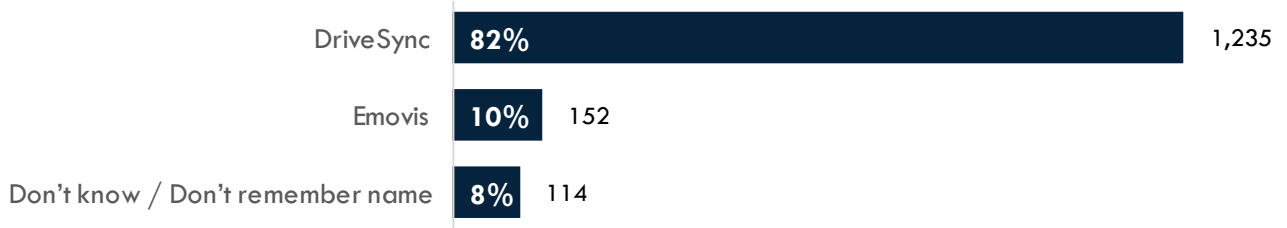
Source: BERK Consulting, 2019.

Over 70% of respondents were satisfied or very satisfied with their interactions with their RUC providers, as shown below.

46. Please indicate your level of satisfaction with your RUC Service Provider for each of the following:

Provider: DriveSync

	Very satisfied	Satisfied	Unsatisfied	Very unsatisfied	Unsure
Overall customer service and account management n=777	44%	37%	13%	4%	
Ability to resolve your issues and/or answer your questions n=608	41%	36%	12%	7%	
Promptness of responses n=618	44%	35%	14%	6%	

■ Very satisfied ■ Satisfied ■ Unsatisfied ■ Very unsatisfied ■ Unsure

Source: BERK Consulting, 2019.

Provider: Emovis

	Very satisfied	Satisfied	Unsatisfied	Very unsatisfied	Unsure
Overall customer service and account management n=96	46%	38%	13%	3%	
Ability to resolve your issues and/or answer your questions n=69	46%	28%	14%	10%	
Promptness of responses n=71	52%	24%	11%	10%	

■ Very satisfied ■ Satisfied ■ Unsatisfied ■ Very unsatisfied ■ Unsure

Source: BERK Consulting, 2019.

The RUC Experience

Respondents had a strong level of satisfaction with their RUC pilot experience.

47. Thinking about your full experience with the RUC Pilot, how satisfied were you overall? *(n=1,491)*

48%	43%	5%	2%

■ Very satisfied ■ Satisfied ■ Unsatisfied ■ Very unsatisfied ■ Unsure

Source: BERK Consulting, 2019.

While respondents were satisfied overall with specific RUC experiences, they were most unsure about security of their personal information.

48. Thinking about your specific experiences with the RUC Pilot, how satisfied are you with each of the following: *(n=1,491)*

	Very satisfied	Satisfied	Unsatisfied/other
The opportunity to try something out before decisions are made about whether to implement	68%	26%	1%
The guarantees made about the security of your personal information	41%	41%	3% / 14%
Opportunities to provide feedback on the pilot and your experience	51%	41%	4%
Amount of time you spent participating in the pilot	62%	35%	2%
Clarity of communications and instructions you received about the pilot	54%	41%	3%
Ease of participating in the pilot	64%	31%	3%

■ Very satisfied ■ Satisfied ■ Unsatisfied ■ Very unsatisfied ■ Unsure

Source: BERK Consulting, 2019.

Most respondents became more aware of their miles driven per month, and over two-thirds became more aware of the amount they paid in transportation taxes.

49. Based on your participation in the RUC pilot, please indicate your level of agreement with each of the following: *(n=1,491)*

I am more aware of:

	Strongly agree	Agree	Neither agree nor disagree	Disagree
how many miles I drive each month than when I started the pilot	28%	26%	30%	13%
the amount of transportation taxes I pay than when I started the pilot	38%	35%	19%	5%

■ Strongly agree ■ Agree ■ Neither agree nor disagree ■ Disagree ■ Strongly disagree
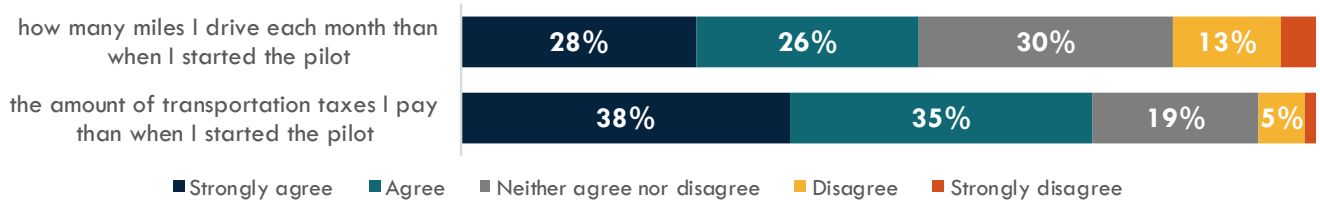
Source: BERK Consulting, 2019.

50. **How important to you are the following principles for a potential road usage charge system?** *(n=1,491)*
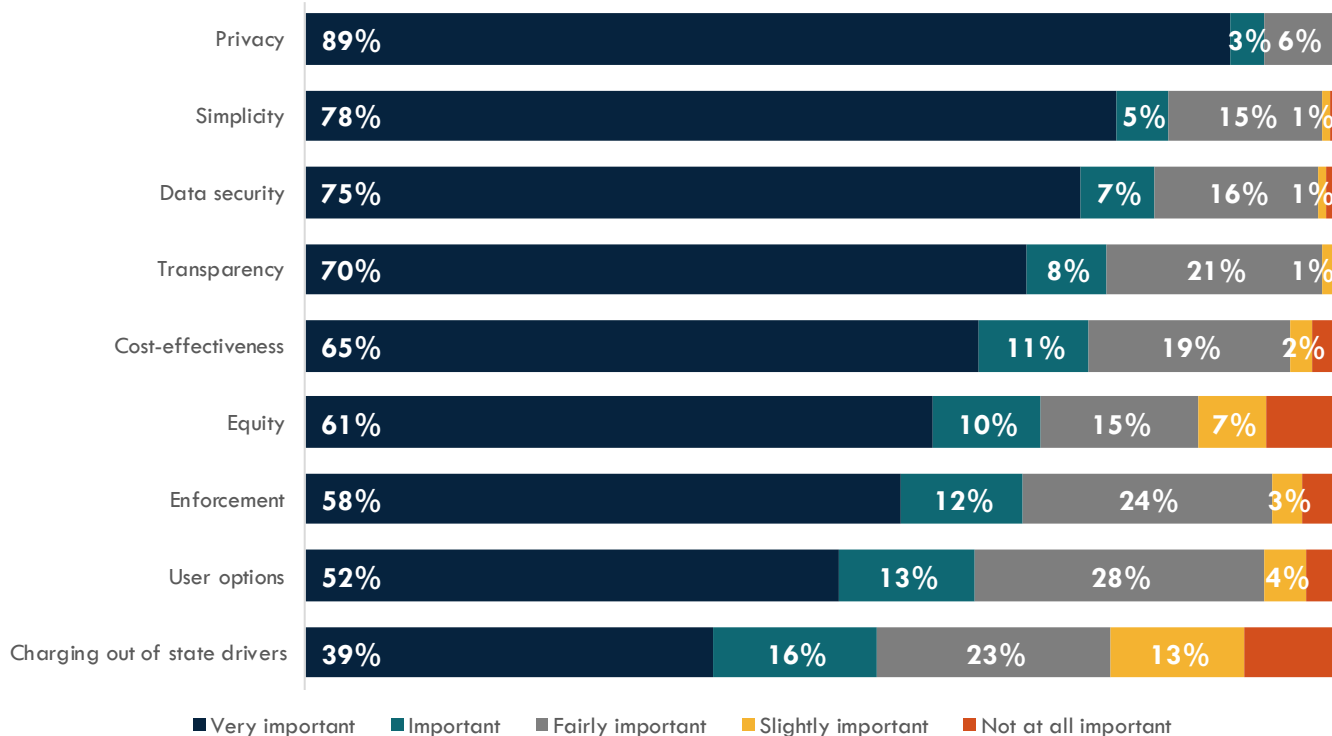
Note: Survey respondents were presented with full statements defining these principles without the label that describes each statement. The principle label is presented here for simplicity. A complete list of principles and their definitions can be found below. The statements were presented in random order when participants took the survey.
Source: BERK Consulting, 2019.

Survey takers were asked about guiding principles in all three surveys. Respondents selecting "very important" are shown for each survey. In the first and third survey, the guiding principle and definitions were shown, while the second survey only showed the definitions. Privacy was the most important principle across surveys. Only the share of people selecting "transparency" as a very important guiding principle went down over the course of the pilot.

Share of Respondents Selecting Very Important by Guiding Principle Over Time

PRINCIPLE	DEFINITION	SURVEY 1	SURVEY 2	SURVEY 3	CHANGE (1 TO 3)
Privacy	My personal and driving information cannot be sold to any organization or shared with entities other than those directly administering a RUC system without my consent.	83%	90%	89%	6%
Simplicity	A RUC system is easy to participate in and not time-consuming to comply with.	70%	79%	78%	8%
Data security	A RUC system provides the highest level of data security possible and drivers can obtain information that clearly outlines the security measures.	74%	77%	75%	1%
Transparency	Clear information is available on the rate and how it is set, as well as RUC system operations.	75%	74%	70%	-6%
Cost-effectiveness	A RUC system is efficient for the State of Washington to collect, administer, and enforce.	62%	67%	65%	3%
Equity	All drivers pay their fair share based on how much they use the roads regardless of vehicle type.	59%	60%	61%	2%
Enforcement	A RUC system is easy to enforce, and costly to evade.	51%	57%	58%	7%
User options	A RUC system provides choices to drivers for how they report their miles.	43%	58%	52%	9%
Charging out of state drivers	Visitors to the state pay for their use of Washington roads.	32%	43%	39%	8%

Source: BERK Consulting, 2019.

Only 6% of survey respondents have a worse understanding of what their fair share of a transportation is under a RUC.

51. **Based on the RUC invoices sent to you during the pilot, do you feel your understanding is now better or worse concerning what your fair share of the transportation tax is?** *(n=1,491)*

My understanding is better with a RUC than with the gas tax	**53%**	790
My understanding is the same as with the gas tax	**33%**	498
My understanding is worse with a RUC than with gas tax	**6%**	95
No opinion	**7%**	108
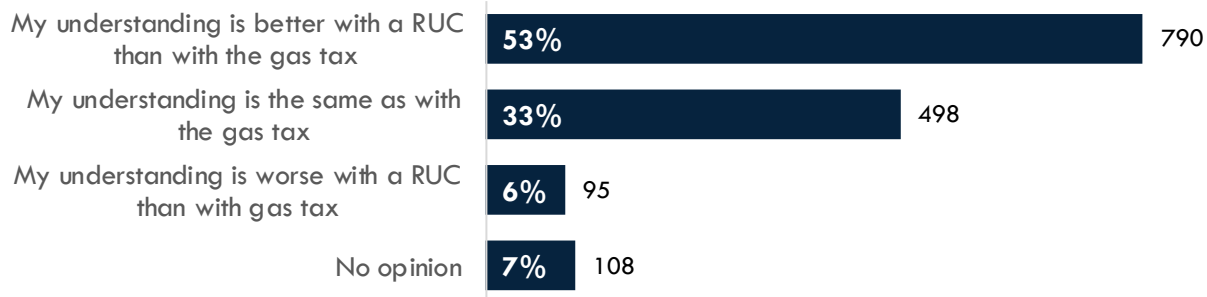
Source: BERK Consulting, 2019.

About one quarter of survey respondents became much more supportive of a RUC, another quarter became a little more supportive, and just over a third did not change their attitude. About 16% became less supportive of a RUC after participating in the pilot.

Based on your experience in the pilot, how has your attitude towards a road usage charge system changed? *(n=1,491)*

24%	24%	36%	7%	9%

■ Much more supportive   ■ A little more supportive   ■ Same as before my RUC experience
■ A little less supportive   ■ A lot less supportive

Source: BERK Consulting, 2019.

52. **If your attitude has changed, please provide any information on the reasons for this change.** [Open-ended]

577 respondents provided open-ended responses. Responses may be assigned to multiple codes. Codes were developed as topics arose; not all codes were available when reviewing questions, and as such some may be underrepresented in counts.

Among the 164 respondents who are now **much more supportive of RUC (**and provided open-ended responses)**:**

▪ 55 people said that the pilot was **informative.** They now know more about their individual use of roads, how transportation is funded in Washington, how much it costs to maintain the system, and how a RUC might work. Many noted that they now understand that vehicles with different mileage pay differently for the roads under the gas tax.

▪ 24 said that they now feel RUC is a **fairer** method of paying for the roads than the gas tax, because under RUC everyone pays.

▪ 19 were more supportive of RUC because they feel that **EVs and hybrids should pay for use of roads, too.** Some were previously unaware that EVs were not paying their fair share (in their opinion) under the gas tax. They believe RUC would be fairer by charging everyone, including

EVs, for their use of the roads in the same way.

- 17 said that they now **know more about their driving habits**. The pilot helped people see how much they were driving per day. After seeing how and where their money goes, and gaining knowledge of how they impact the roads, they are more supportive of RUC. Some drivers who believe they drive less than other drivers initially opposed RUC, but now feel that RUC would more accurately capture and charge for their use of roads.

- 16 noted that they **pay less under RUC.**

- 13 realized that the **costs they would pay under a RUC are similar to what they would pay under the gas tax.** They initially expected RUC to cost much more than a gas tax, but after the pilot realized that the differences were negligible.

- 8 said that under RUC everyone pays; everyone is treated equally.

- 7 said that the pilot was **transparent;** they were able to see exactly how many miles they drove, their costs under gas tax, and costs under RUC.

Among the 176 respondents who are now **a little more supportive of RUC (**and provided open-ended responses):

- 43 people said the pilot was **informative.** They now know more about how costs work under the gas tax and under RUC.

- 17 were more supportive of RUC because they feel that **EVs and hybrids should pay for their use of roads.** They now realize that under the gas tax, EVs and hybrids are not paying their fair share (as these respondents see "fair").

- 13 realized that the **costs they would pay under a RUC are similar to what they would pay under the gas tax.**

- 13 said that they now **know more about their driving habits**.

- 12 said that under a RUC, **everyone pays for use of roads.**

- 10 people said they **pay less with RUC**. 9 said they pay more with RUC. Most of those who would pay more said that they are EV/hybrid drivers but still feel everyone should pay in the same way.

- 6 said the monthly reporting is **simple and easy,** though some suggested smaller monthly billings instead of quarterly.

Among the 41 respondents whose opinion is the **same as before the RUC experience (**and provided open-ended responses):

- Most had further unanswered questions, or still did not understand RUC. Some were supportive before and still are; others were opposed before and still are. Some had mixed feelings.

Among the 82 respondents who are now **a little less supportive of RUC (**and provided open-ended responses):

- 15 people said they **pay more under RUC.**

- 13 **had issues with technology, devices, or reporting**. This included the smartphone app or GPS plug-in not working, not reporting mileage accurately, or being difficult to use.

- 9 were concerned about **administration and overhead costs.** They perceive that RUC would be costly to administer.

- 9 had **general concerns with government, politics, or taxes.**

- 8 said the pilot was confusing, a hassle, or a poor experience.

- 7 were concerned about privacy and data security.

- 6 were concerned that it would burden EVs/Hybrids. They feel that RUC would penalize those with efficient vehicles.

- 6 said not to discourage EVs/hybrids.

- 5 noted that the costs were similar under a gas tax compared to RUC.

- 5 were concerned that some people drive further to work.

- 4 were concerned about geographic equity.

- 4 said it did not track out-of-state miles accurately.

Among the 113 respondents who are now **a lot less supportive of RUC (**and provided open-ended responses):

- **The primary concern was that RUC would penalize or discourage EVs/hybrids.** 12 said not to discourage EVs/hybrids. 7 were concerned that it would burden EVs/hybrids. 8 said there should be incentives for environmentalism and efficiency.

- 19 said **they would pay more under RUC.**

- 18 have **general government, politics, or tax concerns**. This includes 5 people who don't trust government use of tax money, 2 people wondering about return on investment, 3 people who feel that there are too many taxes.

- 13 had **issues with technology, devices, or reporting.**

- 12 were concerned about **privacy or data security.**

- 12 said the pilot was **confusing, a hassle, or a poor experience.**

- 5 concerned about a new/additional tax.

- 7 people said they do not want to be double-taxed.

- 7 were concerned about administration and overhead costs.

- 7 were concerned about geographic equity.

- 6 had concerns with the payment and reporting schedule.

- 6 were concerned about equity by vehicle type
- 5 were concerned about income equity.
- 5 said it did not track out-of-state miles accurately.
- 4 were concerned about equity by vehicle weight.

Opinions on the fairness of each approach remained mostly consistent from respondents in Survey 1 and 3. 61% of respondents in Survey 3 said than a RUC is the fairer funding approach. While the share is lower than Survey 1.

53. **Of the options listed below, which transportation funding approach do you think is more fair?**

Survey 1 n=1,166	64%	19%	12%	6%
Survey 3 n=1,491	61%	16%	14%	8%

■ A road usage charge where you pay by the mile ■ A gas tax where you pay by the gallon of gas
■ A RUC and a gas tax are equally fair ■ Neither the gas tax nor the RUC is fair
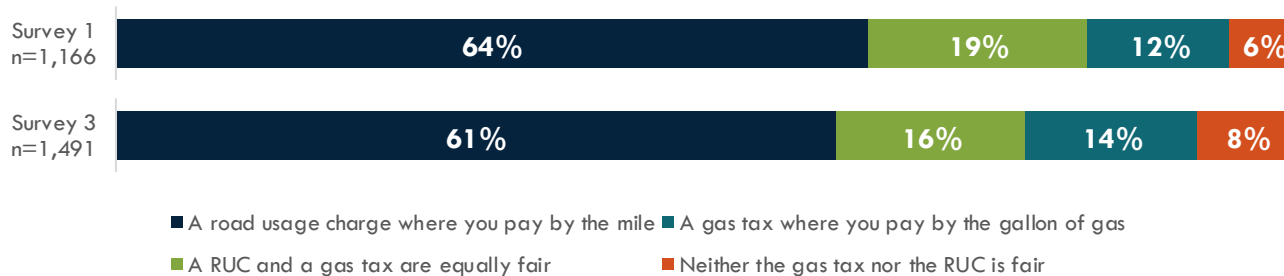
Source: BERK Consulting, 2019.

54. **How do you define fair?** [Open-ended]

1109 participants responded to this question. Responses may be assigned to multiple codes. Codes were developed as topics arose; not all codes were available when reviewing questions, and as such some may be underrepresented in counts.

- 472 people said fair means **being equitable**. Participants viewed equity from different lenses.
  - 143 discussed equity in terms of **vehicle type.** Different vehicle types impact the roads differently. Vehicle types also differ by income bracket, as lower-income families may only be able to afford outdated gas guzzlers.
  - 102 discussed equity in terms of **vehicle weight.** They were concerned that heavier vehicles may have a larger impact on roads.
  - 78 discussed equity by **income.** They were concerned that RUC could disproportionately impact low-income drivers.
  - 33 discussed equity by **geography.** They wanted to ensure that certain geographic areas are not more heavily impacted.
  - 30 discussed equity in terms of **environmental impact.**
  - 27 noted that **some drive further to work.** They did not want these drivers to be impacted more heavily by RUC.
- 367 people said fairness means **equal treatment:** treating people equally or treating people the same.
- **Most participants discussed fairness in terms of payment,** and that was framed in terms of

paying for use, for road impact, by the mile, your share, and/or paying if you benefit from roads.

- □ 435 defined fairness as **paying for use.**
- □ 214 defined fairness as **paying for road impact, damage, and upkeep.**
- □ 130 defined fairness as **paying by the mile.**
- □ 105 defined fairness as **paying your share.**
- □ 10 defined fairness as **paying if you benefit from roads.**

- 149 mentioned **EVs and hybrids** as an important factor to consider.
  - □ 104 said that EVs/hybrids should pay too.
  - □ 20 said not to discourage EVs/hybrids.
  - □ 10 said not to double tax EVs/hybrids.

- 51 mentioned **general government, politics, or tax concerns.**
  - □ 22 are interested in or concerned about return on investment.
  - □ 12 don't trust government's use of tax money.
  - □ 4 said there are too many taxes.

- 45 provided **implementation ideas.**
  - □ 18 suggested implementing both gas tax and RUC.
  - □ 6 suggested variable road costs/tolls.
  - □ 5 suggested starting with implementing RUC for EVs.
  - □ 5 provided technology, device, or reporting ideas.

- 43 discussed **funding transportation in Washington.**
  - □ 17 commented it is important to fund transportation in Washington.
  - □ 11 said that RUC revenue must be dedicated or protected.
  - □ 7 mentioned the costs of roads.

- 42 voiced **operational concerns.**
  - □ 18 responses were about not double taxing.
  - □ 6 r were about collection.
  - □ 6 were about distinguishing between work and personal vehicle use.

- 39 respondents brought up the need to have **incentives for environmentalism and/or efficiency.**

- 21 mentioned **out-of-state** drivers, including 12 responses saying that non-residents should contribute.

- 12 mentioned **cost effectiveness or price.**

- 12 simply said that it means **fair.**

- 11 mentioned **compliance.**

- 9 mentioned **autonomy or driver's decision.**
- 8 mentioned **accuracy.**
- 7 mentioned an **additional or new tax.**
- 7 mentioned **privacy/data security.**
- Some participants provided overall opinions of support of/opposition toward RUC or the gas tax.
  - 29 oppose the gas tax, and 44 support the gas tax.
  - 10 oppose RUC, 26 support RUC, 1 was unsure.
- 6 asked more questions or wanted further research.

Transportation funding preferences across time are shown below. Just over one quarter of respondents in Survey 1 were unsure or their preferences, which makes sense given that the pilot had just started. Support for a RUC increased over the pilot and of Survey 3 respondents 53% preferred it among the options.

55. **Fairness aside, knowing what you know today, which method to fund transportation would you prefer?**
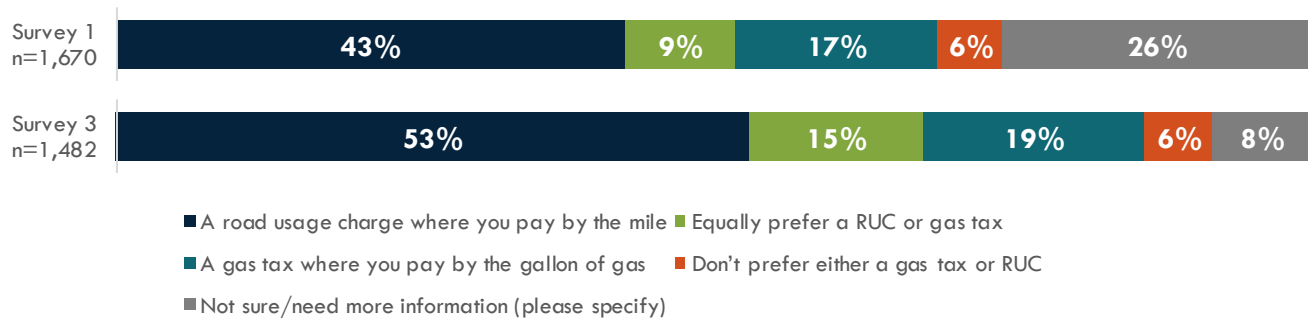
Source: BERK Consulting, 2019.

We looked at respondents who took Survey 1 and 3 to see how those who answered "not sure/need more information" in Survey 1 answered the same question in Survey 3. Of those who answered "not sure/need more information," 42% ended up preferring a RUC, 17% equally preferred a RUC or gas tax, 18% preferred the gas tax, 10% preferred neither, and 13% were still unsure.
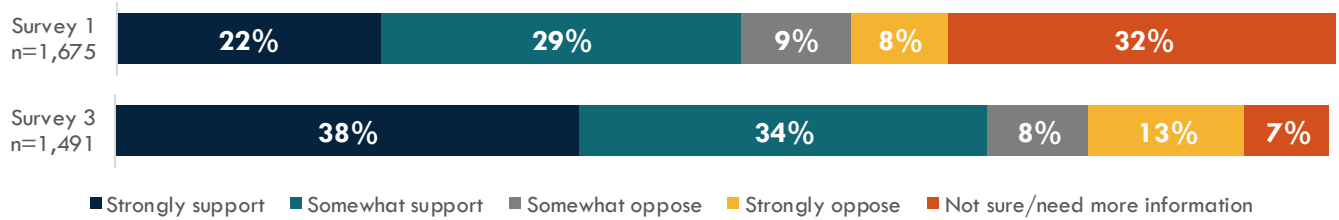
56. **Funding preferences in Survey 3 for those that answered "not sure/need more information" in Survey 1** *(n=292)*
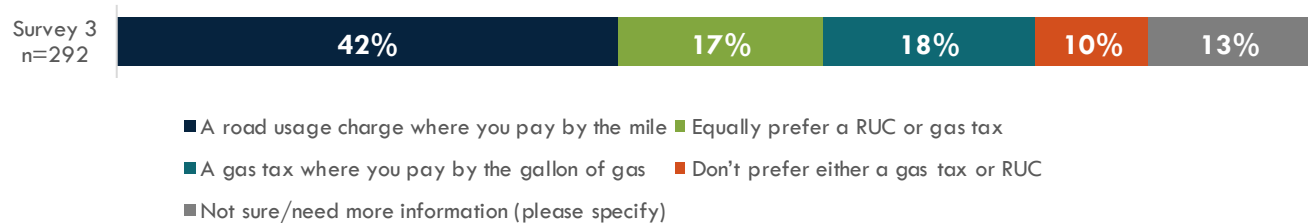
Source: BERK Consulting, 2019.

Respondents felt supportive of implementing a RUC as a gas tax replacement, with those saying they "strongly support" increasing over time and "not sure/need more information" decreasing.

57. At this point, how do you feel about implementing a road usage charge as a replacement to the gas tax in Washington to fund transportation infrastructure?

Survey 1 n=1,675	22%	29%	9%	8%	32%
Survey 3 n=1,491	38%	34%	8%	13%	7%

■ Strongly support ■ Somewhat support ■ Somewhat oppose ■ Strongly oppose ■ Not sure/need more information

Source: BERK Consulting, 2019.

58. What additional comments, if any, do you have about implementing a road usage charge system as a replacement to the gas tax in Washington? [Open-ended]
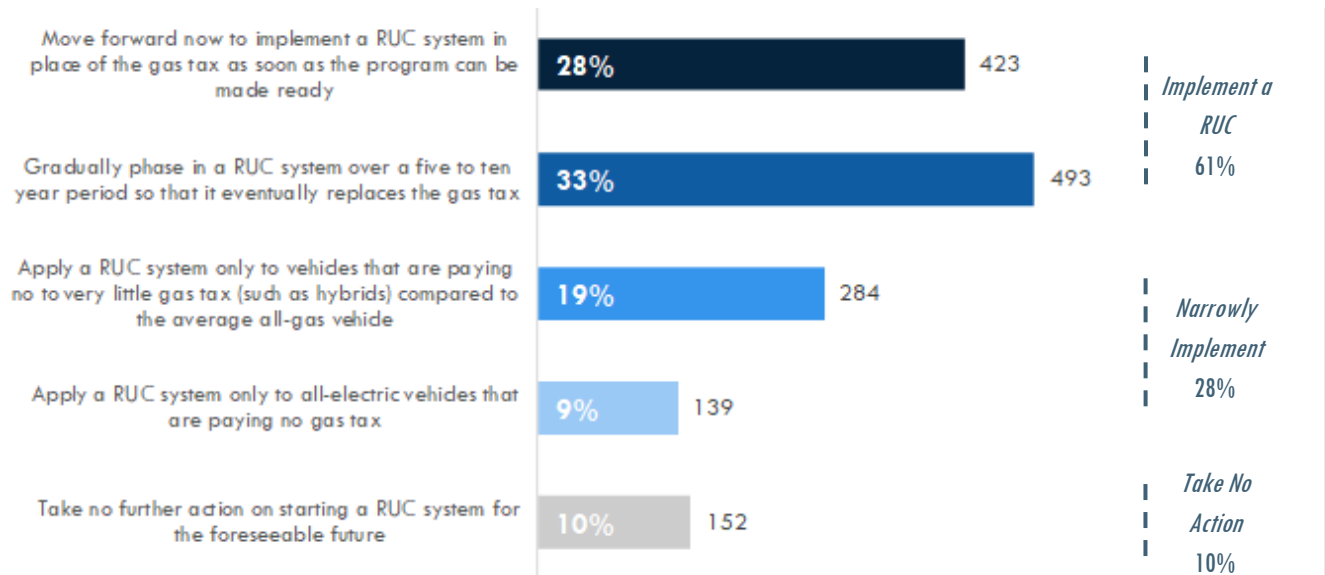
673 respondents provided open-ended responses. Responses may be assigned to multiple codes. Codes were developed as topics arose; not all codes were available when reviewing questions, and as such some may be underrepresented in counts.

- 78 raised questions or concerns about tracking out-of-state miles. **People do not want to be charged for their own out-of-state miles. However, some want visitors to Washington to pay for their use of Washington roads.** 17 people had questions about payment logistics.

- Participants are concerned RUC may **disproportionately affect lower-income individuals, who tend to live further away from work because of housing prices.**

  □ 22 mentioned **income concerns,** 22 people mentioned **considerations for geography,** and 16 said that some need to **drive further to work.**

  □ Participants do not want to punish those with low incomes, do not want people to end up in jail for not paying their RUC bill, or do not want to prevent people from driving if they cannot afford the bill.

  □ Some described that budgeting for future payments, rather than paying at the point of sale (gas tax), is difficult for those who live paycheck-to-paycheck.

- **There are different opinions about how EVs/hybrids should pay.**

  □ 31 said there need to be incentives for environmentalism and fuel-efficiency.

  □ 19 said not to discourage EVs/hybrids.

  □ 11 said that EVs/hybrids should pay too.

- 62 respondents were concerned about **being double taxed** or stated that they do not want to pay both RUC and gas tax**.** Some doubt that the gas tax would be removed if RUC is implemented.

- 51 want rates to consider **vehicle weight,** and 42 people want rates to consider **vehicle type or size.**

- 36 people had **general government, politics, or tax concerns,** including 24 who do not trust government use of tax money or believe the government needs to use money more efficiently.

- 35 people mentioned the importance of **transparency, communications, or public opinion.**

  - If RUC is implemented, there needs to be more transparency and communications with the public about how the money is collected and used.

  - **A media campaign** would help generate public buy-in and a more educated public.

  - Some speculated on whether there would be public support.

- 34 people were concerned about **administration/overhead costs.** Knowing more about these costs would affect how they feel about RUC. There was concern that third-party vendors would make a profit to administer RUC, or that gas companies will not reduce gas prices to levels without tax.

- 31 people mentioned **compliance or enforcement.** There are questions about how to ensure compliance and ensure people pay their share. Some believe taxes are easier to evade if they are not paid at the gas pump.

- 12 people mentioned technology, device, or reporting issues they encountered during the pilot.

- **Participants offered implementation ideas.**

  - 11 suggested starting with implementing RUC for EVs.

  - 9 suggested phasing RUC.

  - 5 suggested variable road costs or tolls, perhaps based on congestion or peak times.

  - 4 suggested limiting or capping RUC.

  - 2 suggested keeping but reducing the gas tax.

  - 2 suggested raising the gas tax now, then switching to RUC later.

- **Participants had some remaining questions**, including:

  - How will RUC affect car dealerships that currently fuel up cars?

  - How will the State handle lost revenues from gas use that is not on the roads, such as recreational vehicles, boats, lawn mowers, or other?

  - What happens when you sell a car?

  - How would this impact truckers and interstate commerce?

  - What would happen to Washington drivers' payment of the federal gas tax? What if the federal gas tax switches to a RUC?

Most respondents support moving forward to implement the RUC or gradually phasing it in. Only 10% of respondents said that elected officials should take no action to start a RUC in the foreseeable future.

59. **Which of the following best represents your advice to elected officials as they consider the next steps in implementing a road usage charge system statewide:** *(n=1,491)*

Source: BERK Consulting, 2019.

60. **Do you have any final comments on your RUC pilot experience?**

572 participants responded to this question. Responses may be assigned to multiple codes. Codes were developed as topics arose; not all codes were available when reviewing questions, and as such some may be underrepresented in counts.

- **Overall, participants were happy with the experience and enjoyed participating in the pilot.** They felt the pilot was informative and convenient. The most common challenges were related to the use of reporting devices and reporting.

  - 243 people provided comments saying good job, thank you, and/or that they were happy to participate.

  - 61 noted technology, device, or reporting issues.

  - 44 said the pilot was simple, convenient, and/or easy.

  - 43 felt the pilot was informative, whether they learned about their driving, how a RUC might work, or about transportation funding in Washington.

  - 20 provided specific comments about vendors.

  - 12 noted that the pilot was confusing, a hassle, or a poor experience.

  - 11 noted invoice issues.

  - 7 made specific comments about the surveys or focus groups.

- **Participants were interested in providing ideas on how to best implement RUC.** 69 people provided implementation ideas.

  - 22 provided ideas on how to improve technology, devices, and reporting.

  - 12 suggested phasing in RUC over time.

  - 9 suggested starting with implementing RUC for EVs, and then potentially moving onto other vehicles.

  - 3 suggested implementing both the gas tax and RUC.

- **42 people expressed care about equity, including different types of equity.**

  - 10 people wanted RUC to consider vehicle type, and 13 wanted to consider vehicle weight. Different vehicle types and weights impact the roads differently.

  - 8 brought up equity by geography, concerned that rural drivers face different challenges than urban ones.

  - 7 described considerations for income equity, concerned that RUC could disproportionately impact low-income drivers.

  - 3 mentioned that some people drive further to work and might be impacted more by RUC.

- 29 people stated general **concerns with government, politics, or tax money.** Of these, 7 said they do not trust government use of tax money, and 7 felt that there are too many taxes.

- 25 discussed **out-of-state drivers**, but from different angles.

  - 4 felt that the pilot did not track out-of-state drivers accurately.

  - 2 felt that it was easy to track out-of-state driving.

  - 2 were concerned that RUC would reduce tourists.

- 22 talked about **funding transportation in Washington**. This included 4 who stated it was important to fund transportation in Washington and 3 who stated that any RUC revenue must be dedicated/protected for transportation. This stems from concern that RUC revenue might be diverted to other purposes.

- 22 people noted the importance of **privacy.** Of these, 14 were concerned about privacy/data security, and 1 said they felt secure.

- 21 people brought up **EVs and hybrids**.

  - 8 did not want to discourage EVs/hybrids.

  - 1 did not want to double tax EVs/hybrids.

  - 4 expressed that EVs/hybrids should pay too.

- 16 people noted the importance of **transparency and communications.**

  - 4 of these people suggested that a **media campaign** would help with education and raise awareness about the RUC and transportation funding.

- 15 had operational concerns, which included 1 concern about collection, 11 about double taxing, 2 about traffic control.

- 14 people noted the importance of **accuracy,** including 10 people who were concerned about accuracy and 1 who felt miles reported in the pilot were accurate.

- 14 expressed interest in **incentives for environmentalism and efficiency.**

- Some participants provided overall opinions of support of/opposition toward RUC or the gas tax.

  - 13 stated they oppose RUC, 27 support RUC, 2 noted other useful impacts of RUC, and 1 person was unsure.

  - 2 stated they opposed the gas tax, and 3 stated they support the gas tax.

- 13 asked more questions or wanted further research.

Low-income Survey 3 Results

The following responses include only RUC pilot participants who indicated their household income was $30,000 or less.

About You

Low-income survey respondents were less likely than all respondents to describe where they live as suburban.

61. **How would you describe where you live?**

Urban	**33%** 25
Suburban	**32%** 24
Rural	**34%** 26
Not sure	1% 1

Source: BERK Consulting, 2019.

Transportation Funding

Low-income respondents' views on transportation funding were similar to responses from all respondents.

62. **Please indicate your level of agreement with each of the following statements:**

Washington State needs to ensure adequate funding is available to keep our transportation infrastructure safe, effective, and properly maintained.

64%	29%	6%	1%

■ Strongly agree ■ Agree ■ Neither agree nor disagree ■ Disagree ■ Strongly disagree

Washington State needs to find an alternative to the gas tax to adequately fund our transportation infrastructure.

36%	32%	26%	3%

■ Strongly agree ■ Agree ■ Neither agree nor disagree ■ Disagree ■ Strongly disagree
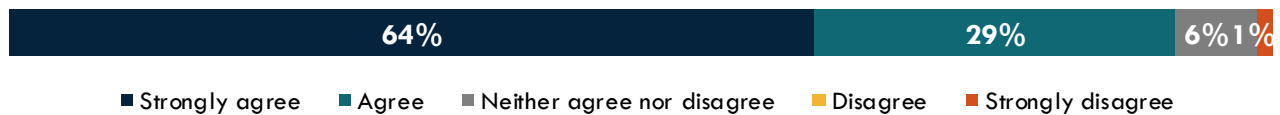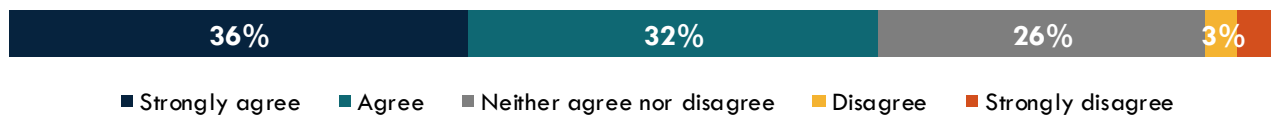
Source: BERK Consulting, 2019.

Your Reporting Method and Provider

Low-income users' device selections were similar to all participants, with a higher number of smartphone app users (17% of all respondents compared to 9% of low-income respondents). The mileage permit option was not selected by any low-income users.

63. **Which mileage reporting method did you test in the pilot? If you switched methods, please select the reporting method you most recently used.**

Automated plug-in device with location data	40%	31
Automated plug-in device without location data	26%	20
Odometer reading	25%	19
Smartphone app	9%	7
Mileage permit	0%	0
Don't know	0%	0
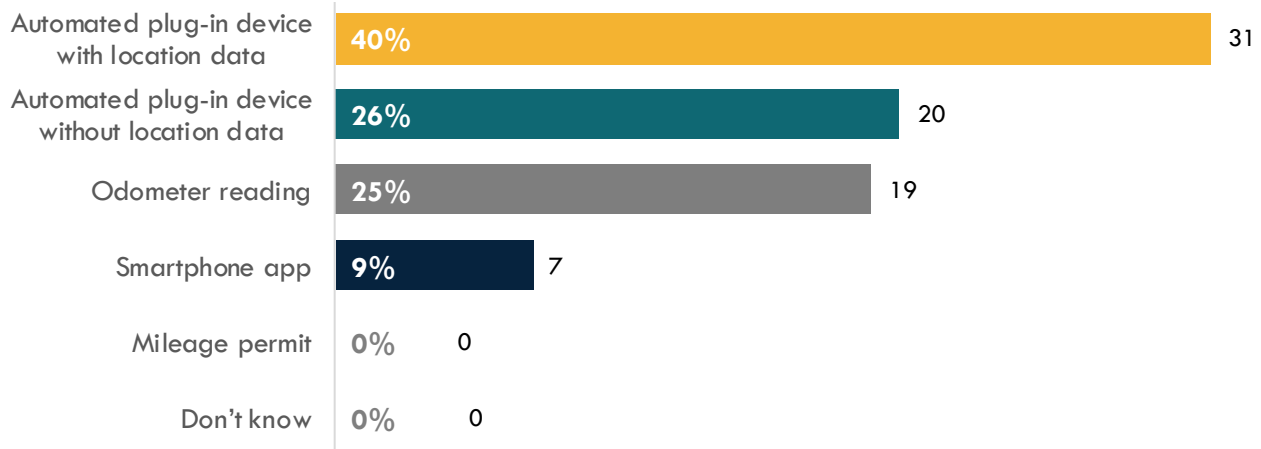
Source: BERK Consulting, 2019.

Most low-income users answered that their device was a convenient way to participate in the pilot and did not interfere with their ability to drive.

64. **Please indicate your level of agreement with the following statements about your reporting method:**

The reporting method was a convenient way to participate in the pilot.

	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree
Automated plug-in device with location data n=31	68%	32%			
Odometer reading n=19	32%	32%	16%	16%	5%
Automated plug-in device without location data n=20	65%	30%	5%		
Smartphone app n=7	71%		14%		14%

Source: BERK Consulting, 2019.

The reporting method did not interfere with my ability to drive.

Automated plug-in device with location data
n=31

| 74% | 23% 3% |

Odometer reading
n=19

| 68% | 16% 11% 5% |

Automated plug-in device without location data
n=20

| 80% | 15% 5% |

Smartphone app
n=7

| 100% |

■ Strongly agree ■ Agree ■ Neither agree nor disagree ■ Disagree ■ Strongly disagree
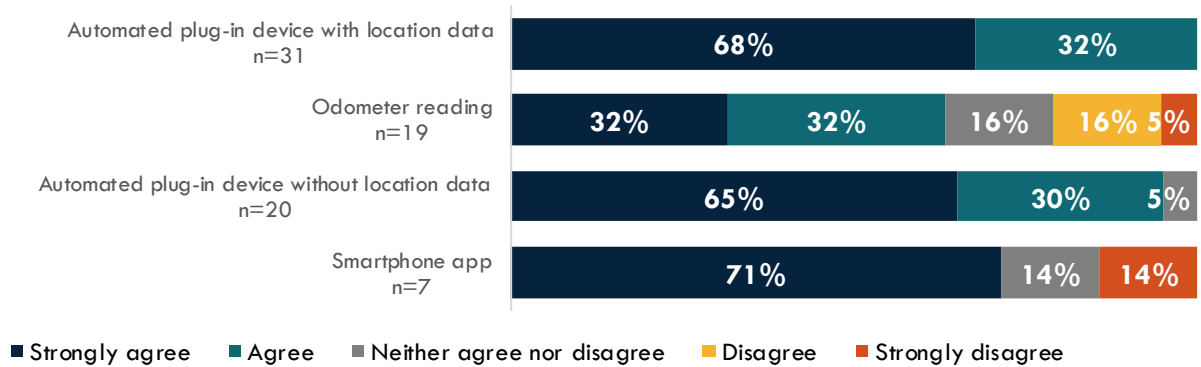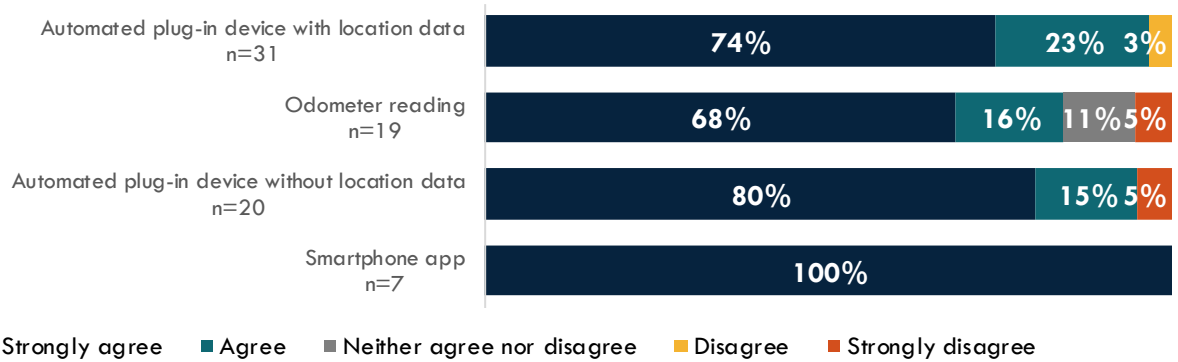
Source: BERK Consulting, 2019.

Most low-income users answered that their reporting method was always accurate; however, the automated device with location data (67% all compared to 58% low-income) and odometer reading (72% all compared to 53% low-income) were lower than the all-respondent survey results.

65. **Did the reporting method accurately report your trips?**

Automated plug-in device with location data
n=31

| 58% | 35% | 6% |

Odometer reading
n=19

| 53% | 26% | 11% | 11% |

Automated plug-in device without location data
n=20

| 75% | 20% | 5% |

Smartphone app
n=7

| 71% | 29% |

■ Always ■ Most of the time ■ Sometimes ■ Never
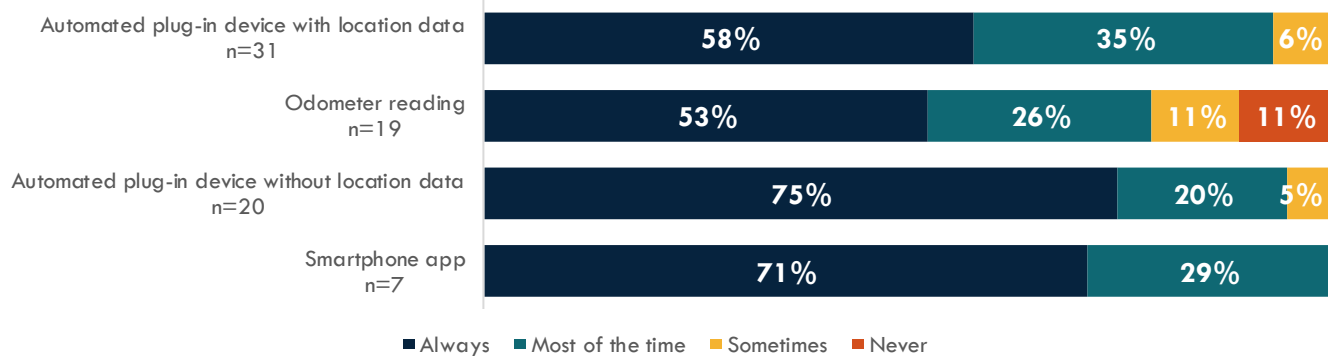
Source: BERK Consulting, 2019.

Most pilot activities were easy to complete, and low-income survey responses were similar to all-respondent survey responses.

66. **Please rate the following pilot activities in terms of ease of completion.**

Logging into your account to review your info.
n=76

| 41% | 43% | 13% 3% |

Reviewing your mileage data
n=76

| 42% | 37% | 12% 5% |

Interacting with customer service
n=54

| 39% | 26% | 24% | 7% |

■ Very easy ■ Easy ■ Neither easy nor difficult ■ Moderately difficult ■ Very difficult
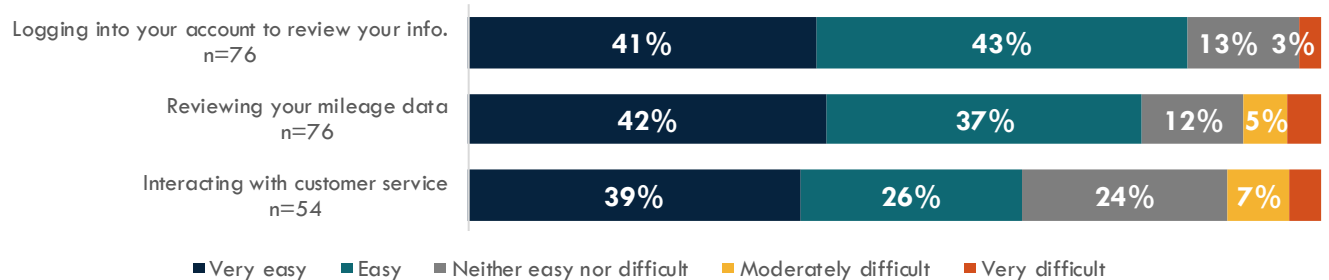
Source: BERK Consulting, 2019.

Most low-income respondents used DriveSync during the pilot.

67. Who is your RUC Service Provider?

DriveSync	**78%**	60
Emovis	**9%**	7
Don't know / Don't remember name	**13%**	10
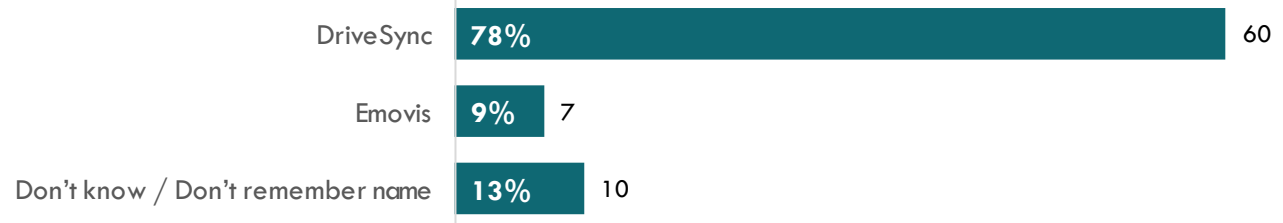
Source: BERK Consulting, 2019.

Low-income respondents were generally satisfied with their interactions with their service providers.

68. Please indicate your level of satisfaction with your RUC Service Provider for each of the following:

Provider: DriveSync

	Very satisfied	Satisfied	Unsatisfied	Very unsatisfied	Unsure
Overall customer service and account management n=43	49%	35%	9%	5%	
Ability to resolve your issues and/or answer your questions n=40	38%	33%	15%	5%	10%
Promptness of responses n=40	40%	33%	20%		8%

Source: BERK Consulting, 2019.

Provider: Emovis

	Very satisfied	Satisfied	Unsatisfied	Very unsatisfied
Overall customer service and account management n=6	50%	17%	17%	17%
Ability to resolve your issues and/or answer your questions n=5	40%	20%	20%	20%
Promptness of responses n=5	40%	20%	20%	20%
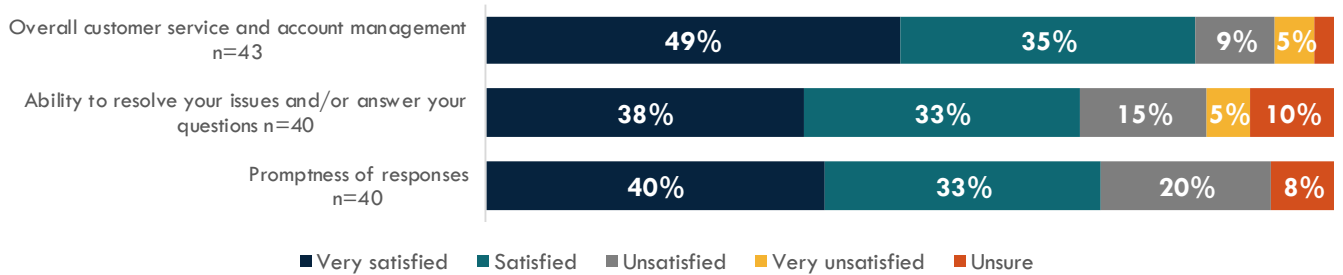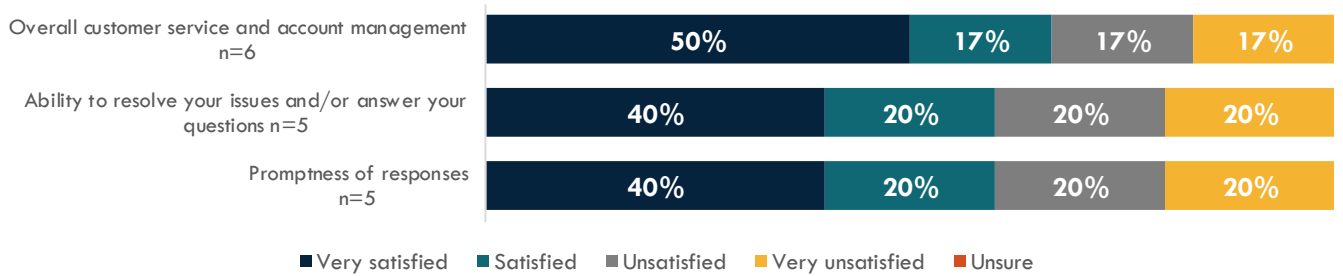
Source: BERK Consulting, 2019.

The RUC Experience

Low-income respondents had a high level of satisfaction with their RUC pilot experience, similar to all respondents.

69. Thinking about your full experience with the RUC Pilot, how satisfied were you overall?

49%	39%	8%	1%	

■ Very satisfied ■ Satisfied ■ Unsatisfied ■ Very unsatisfied ■ Unsure

Source: BERK Consulting, 2019.

70. Thinking about your specific experiences with the RUC Pilot, how satisfied are you with each of the following:

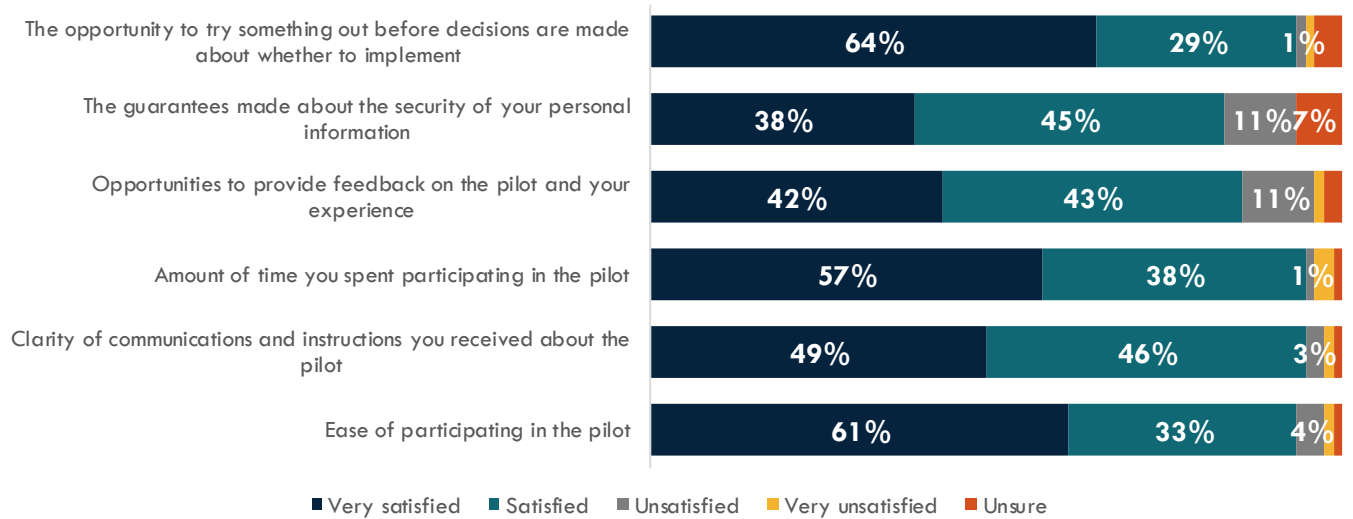|	Very satisfied	Satisfied	Unsatisfied	Very unsatisfied	Unsure
The opportunity to try something out before decisions are made about whether to implement	64%	29%	1%		
The guarantees made about the security of your personal information	38%	45%	11%	7%	
Opportunities to provide feedback on the pilot and your experience	42%	43%	11%		
Amount of time you spent participating in the pilot	57%	38%	1%		
Clarity of communications and instructions you received about the pilot	49%	46%	3%		
Ease of participating in the pilot	61%	33%	4%		

■ Very satisfied ■ Satisfied ■ Unsatisfied ■ Very unsatisfied ■ Unsure

Source: BERK Consulting, 2019.

Low-income respondents said they were more aware of miles driven and transportation taxes paid, compared with the all-respondent group.

71. Based on your participation in the RUC pilot, please indicate your level of agreement with each of the following:

I am more aware of:

	Strongly agree	Agree	Neither agree nor disagree	Disagree	Strongly disagree
I am more aware of how many miles I drive each month	38%	30%	26%	4%	
I am more aware of the amount of transportation taxes I pay	45%	32%	18%	4%	

■ Strongly agree ■ Agree ■ Neither agree nor disagree ■ Disagree ■ Strongly disagree
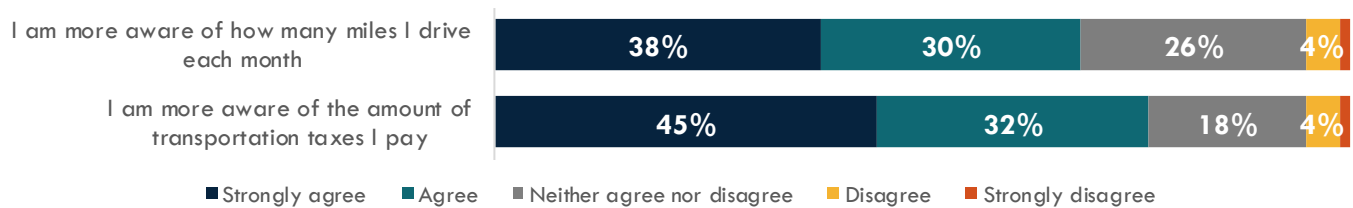
Source: BERK Consulting, 2019.

Low-income respondents' views on guiding principles were similar to all respondents, with equity seeing the largest difference between 61% of all respondents saying it's very important, compared with 68% of low-income respondents.
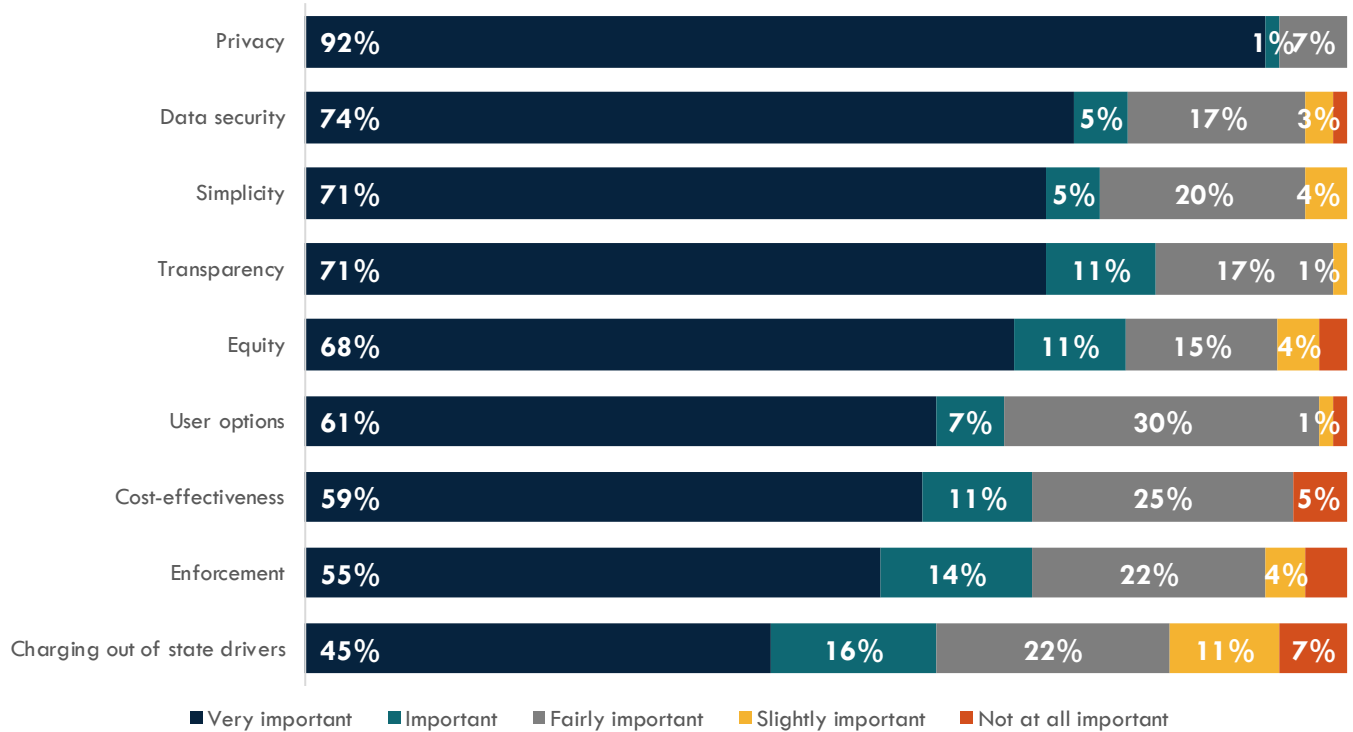
72. **How important to you are the following principles for a potential road usage charge system?**

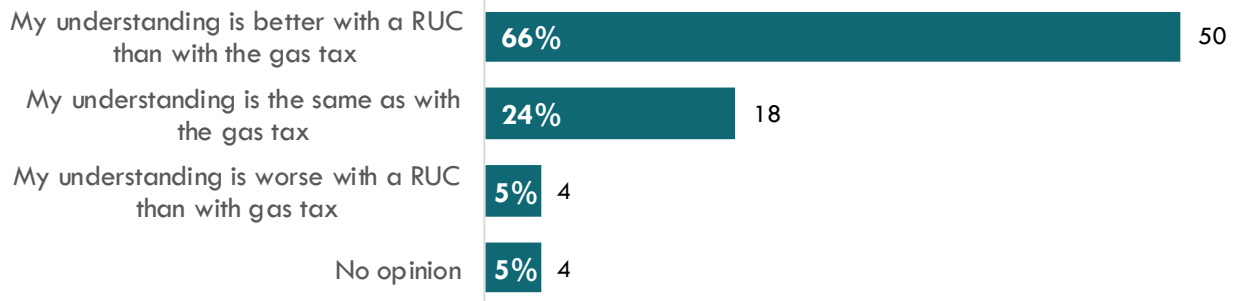|	Very important	Important	Fairly important	Slightly important	Not at all important
Privacy	92%		1%	7%	
Data security	74%	5%	17%	3%	
Simplicity	71%	5%	20%	4%	
Transparency	71%	11%	17%	1%	
Equity	68%	11%	15%	4%	
User options	61%	7%	30%	1%	
Cost-effectiveness	59%	11%	25%	5%	
Enforcement	55%	14%	22%	4%	
Charging out of state drivers	45%	16%	22%	11%	7%

Note: Survey respondents were presented with full statements defining these principles without the label that describes each statement. The principle label is presented here for simplicity. A complete list of principles and their definitions can be found below. The statements were presented in random order when participants took the survey.
Source: BERK Consulting, 2019.

66% of low-income respondents have a better understanding of what their fair share of a transportation is under a RUC, higher than for all respondents (53%).

73. **Based on the RUC invoices sent to you during the pilot, do you feel your understanding is now better or worse concerning what your fair share of the transportation tax is?**

My understanding is better with a RUC than with the gas tax	66%	50
My understanding is the same as with the gas tax	24%	18
My understanding is worse with a RUC than with gas tax	5%	4
No opinion	5%	4

Source: BERK Consulting, 2019.

Half of low-income respondents became more supportive of a RUC based on their experience in the pilot, similar to the all-respondent response.
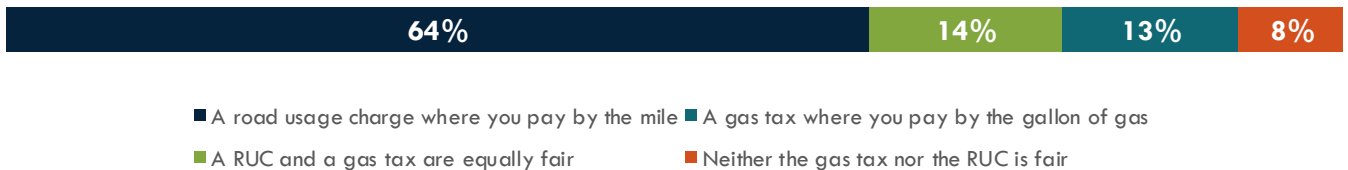
74. **Based on your experience in the pilot, how has your attitude towards a road usage charge system changed?**

24%	26%	29%	8%	5%

■ Much more supportive   ■ A little more supportive   ■ Same as before my RUC experience
■ A little less supportive   ■ A lot less supportive

Source: BERK Consulting, 2019.

64% of low-income respondents think a RUC is more fair, similar to the views of all respondents.

75. **Of the options listed below, which transportation funding approach do you think is more fair?**

64%	14%	13%	8%

■ A road usage charge where you pay by the mile   ■ A gas tax where you pay by the gallon of gas
■ A RUC and a gas tax are equally fair   ■ Neither the gas tax nor the RUC is fair

Source: BERK Consulting, 2019.

Over half of low-income respondents would prefer a RUC to fund transportation, similar to the views of all respondents.

76. Fairness aside, knowing what you know today, which method to fund transportation would you prefer?

55%	15%	13%	7%	11%

■ A road usage charge where you pay by the mile ■ Equally prefer a RUC or gas tax
■ A gas tax where you pay by the gallon of gas ■ Don't prefer either a gas tax or RUC
■ Not sure/need more information (please specify)
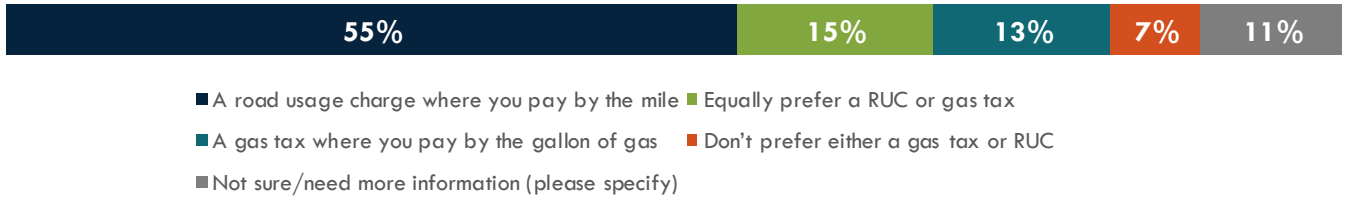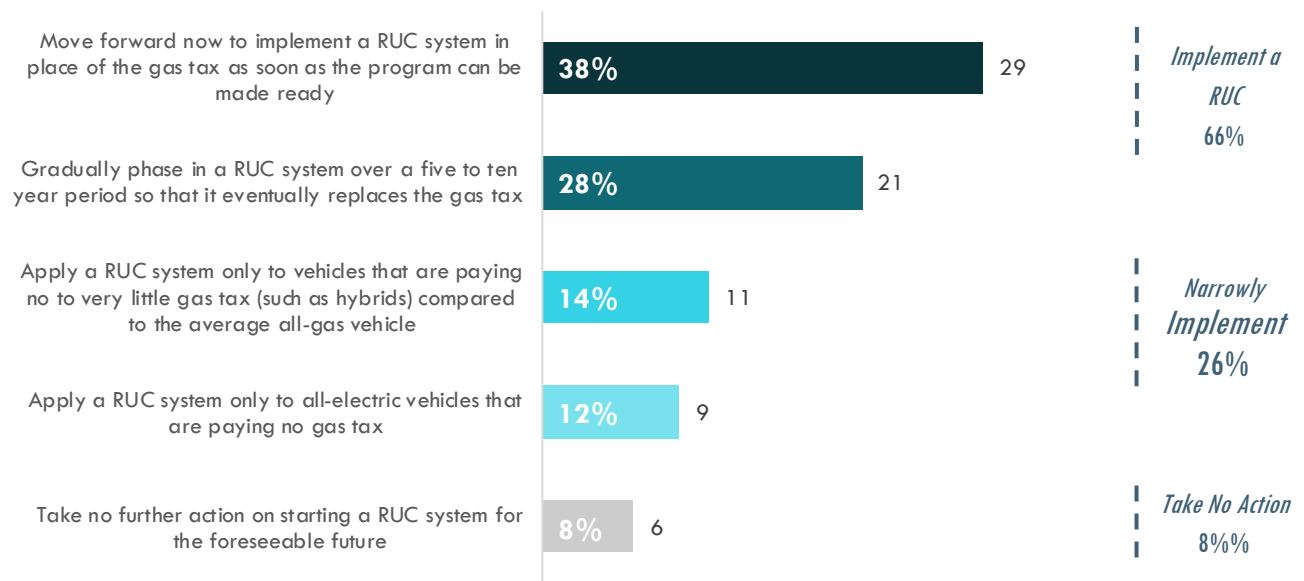
Source: BERK Consulting, 2019.

80% of low-income respondents support implementing a RUC as a replacement to the gas tax, compared to 72% of all respondents.

77. At this point, how do you feel about implementing a road usage charge as a replacement to the gas tax in Washington to fund transportation infrastructure?

41%	39%	7%	11%	3%

■ Strongly support ■ Somewhat support ■ Somewhat oppose ■ Strongly oppose ■ Not sure/need more information

Source: BERK Consulting, 2019.

78. Which of the following best represents your advice to elected officials as they consider the next steps in implementing a road usage charge system statewide:

Move forward now to implement a RUC system in place of the gas tax as soon as the program can be made ready	**38%** 29	*Implement a RUC* 66%
Gradually phase in a RUC system over a five to ten year period so that it eventually replaces the gas tax	**28%** 21	
Apply a RUC system only to vehicles that are paying no to very little gas tax (such as hybrids) compared to the average all-gas vehicle	**14%** 11	*Narrowly Implement* 26%
Apply a RUC system only to all-electric vehicles that are paying no gas tax	**12%** 9	
Take no further action on starting a RUC system for the foreseeable future	**8%** 6	*Take No Action* 8%%

Source: BERK Consulting, 2019.